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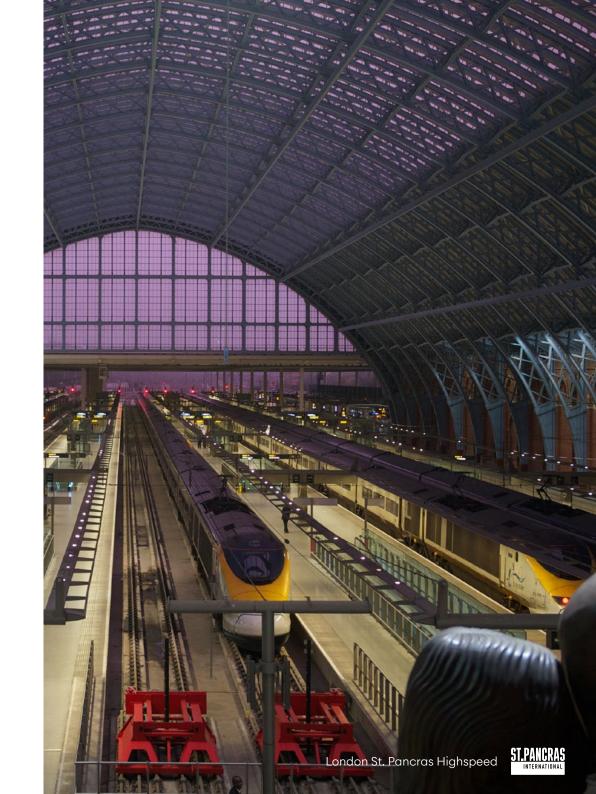
### **LONDON ST. PANCRAS HIGHSPEED**

London St. Pancras Highspeed Limited owns the concession to operate and maintain the UK's only high-speed railway, and its infrastructure from the Channel Tunnel in Folkestone to the terminus at St. Pancras in London.

London St. Pancras Highspeed's mission is to deliver the 'World's Leading High Speed Rail Experience'.

This railway connects the international high-speed routes between London and Paris, London and Brussels and London and Amsterdam as well as the domestic route from London to Kent. Along the 109km route, we own award winning stations at Ashford International, Ebbsfleet International and Stratford International as well as the Grade I Listed Building at St. Pancras International, that is considered to be one of the most impressive stations in the world.

In July 2017, London St. Pancras Highspeed was acquired by a consortium comprising of funds advised and managed by InfraRed Capital Partners Limited and Equitix Investment Management Limited.





### ST. PANCRAS INTERNATIONAL

St. Pancras International has been ranked first place in the Consumer Choice Center "European Railway Station Index 2020."

The station was commended for its low number of strike days, high passenger convenience, and international connectivity, making it the only UK station in the top 10.

St. Pancras International has also been named the 9th most used station in Great Britain and in the latest National Rail Passenger Survey (Autumn 2019) received a passenger satisfaction score of 96% - making it the top-performing station in the UK in 2020. St. Pancras International is a highly regarded station achieving strong satisfaction for measures such as the 'Upkeep of the station building' (95%) and connections with public transport (94%).

St. Pancras is not just home to the UK's high-speed rail connections, it is a visitor destination, offering dining and retail experiences, as well as a unique cultural experience.



### 1.1 OUR VISION & OBJECTIVES

Our vision for St. Pancras International is to develop and maintain a world class railway station environment that integrates and enhances the unique architectural character of the building.

- Each station London St. Pancras Highspeed owns has been designed to present a unique identity that is recognisable as part of the London St. Pancras Highspeed brand. Our brand embraces development and change that integrates and harmonises with the individual architectural characteristics of each station.
- The 19th century architecture of St. Pancras, its subsequent rich history and 21st century renovation and extension have created a unique and very special environment of extremely high quality and significance to the nation. London St. Pancras Highspeed are the custodian of this legacy and wish to preserve, enhance and emulate the design standard and innovative spirit of our predecessors by respecting the railway station's highly significant architectural and historic character while making it relevant to 21st century visitors.
- London St. Pancras Highspeed's retail vision is to deliver a market leading customer-centric experience through our services and activities, driving more consumption and purchase through stronger collaborations to deliver longterm organic revenue growth. The St. Pancras

experience is aimed at creating a destination, attracting quality tenants, enhanced by an iconic building with engaging arts and culture activities to create a world class experience.

# To make London St. Pancras Highspeed's vision a reality we have set the following key objectives:

- Promote innovative designs to create an attractive transport hub and retail environment.
- Collaborate with tenants, partners and designers to produce contextual designs that meet the agreed parameters and create a successful retail and operational environment.
- Protect our assets and create a safe and welcoming environment for visitors, station staff and tenants at St. Pancras International.
- Encourage early consideration of display and operational requirements during the concept and detailed design processes to achieve a successful transport and retail environment.
- To utilise cutting edge technology and innovation to enhance and ensure sustainable delivery.



### 1.2 SIGNIFICANCE OF ST. PANCRAS

The special interest of St. Pancras International lies in its engineering achievements, architectural design and innovative use of materials within its geographic and historic context.

#### **HISTORY & ARCHITECTURE**

#### Innovative engineering

The growth of the rail network across Britain brought a proliferation of station building at urban centres in the mid to late 19th century. In 1863 Parliamentary approval was given for the Midland Railway to build a station and a site was acquired north of Euston Road and west of King's Cross Station. Construction began in 1867 and although construction works were still ongoing, the station was open and functioning in 1868. The hotel was mainly finished by 1873 and fully open by 1876.

Midland Railway's chief consulting engineer William Barlow, with the assistance of Rowland Ordish, designed the overall layout of the site, the trainshed and the lines into London.

The proximity of the Regent's Canal, just to the north of the proposed station site, presented a significant problem for William Barlow. At King's Cross Station, the architect, Lewis Cubitt, and engineers Sir William and Joseph Cubitt decided to bring trains into the station by creating tunnels under the canal.

In contrast, Barlow decided to come over the canal using a bridge bringing the trains into the train shed at 'first floor' level on a wrought iron train deck supported on cast iron columns to overcome the steep gradient that would have been created by establishing the lines at ground level.

The wrought iron train deck, composed of a grid of primary east west beams and secondary north south beams with a convex rivetted plate fixed between each grid, acted as the tie for the roof trusses. The east west beams being of greater dimension with alternate beams tied into the base of the roof truss. Each iron roof truss, of which there are 25 pairs was made of rivetted plate section. These rise to a point in the centre with an articulated joint. The bases of the roof trusses are founded onto a series of massive brick arches running the length of the station.

The overall result of this was the creation of the largest single span roof in the world at the time – 689ft long x 245ft wide x 100ft high.

The arrival of the railways transformed the networks that kept London supplied by allowing large amounts of foodstuffs and other products to be brought faster into the city from across the country. The space below the tracks was set out and designed for storage of beer barrels transported from the Midlands by rail into London. Beer was widely consumed in preference to water to avoid illnesses and the Pale Ale from Burton provided a welcome change from the darker porter otherwise predominantly available in London.





#### An architectural statement

The Victorian architect Sir George Gilbert Scott (1811-1878) won a design competition for the Midland Railway's London terminus and hotel in 1865. The enclosing station walls are structurally independent of the roof structure and were designed by Scott.

The station and adjacent Goods Yards were a testament to the Midland Railway and to Midland industry. Building materials for the station's construction were brought by rail from the Midlands: finely jointed Grippers patented red facing bricks from Nottingham for the main train shed, Ketton and Ancaster limestone, Red Mansfield sandstone, ironwork from the Butterley Iron Company in Ripley, and Derbyshire and Leicestershire slates. The top of the trainshed wall is decorated with a frieze of decorated ceramic tiles made by Minton of Stokeon-Trent. The ground level undercroft is constructed of London stock bricks, with cast iron columns and originally had a floor surface of granite setts.

St. Pancras was built amid a battle between gothic and classical styles. Sir George Gilbert Scott is well-known as architect of the Albert Memorial, Glasgow University, St Mary's Cathedral in Edinburgh, and for alterations and additions to numerous ecclesiastical buildings. Whilst Scott's gothic design won favour with his client the Midland Railway, there have been numerous detractors, both contemporary and subsequent.

The hotel remained in use until after World War I, by which time it had become outdated. The lack of modern facilities, such as bathrooms in individual rooms, was problematic. Contemporary records and photographs indicate a period of neglect and lack of maintenance from World War II onward.

In the 1960s, plans were aired by British Rail to combine the services of St. Pancras and King's Cross into one site resulting in the demolition of the station and construction of a modern structure on the site. These proposals, following rapidly on the controversial demolition of Euston station, aroused a public outcry and extensive press coverage. The building complex was listed grade I in 1967 and plans for demolition were abandoned.

The hotel and station's future remained uncertain until the Channel Tunnel Rail Link Act of 1996 that allowed for the station to host the International terminus of the High Speed rail line from the Channel Tunnel and to create the opportunity for mixed residential and hotel use.

The station became 'St. Pancras International' in 2007 when the high-speed line opened and the station's comprehensive refurbishment and extension programme revealed yet again the beautiful architecture in all its grandeur to its visitors.



### STATEMENT OF SIGNIFICANCE

Significance is the value of a heritage asset to this and future generations because of its heritage interest. That interest may be archaeological, architectural, artistic or historic. Significance derives not only from a heritage asset's physical presence, but also from its setting. (NPPF, 2019).

There are only eight Grade I listed stations in England, and St. Pancras is believed by many to be the finest of this elite group. The list entry for the station concludes: 'In terms of both architecture and engineering it has claim to be Britain's most impressive station'.

St. Pancras' special interest lies in its engineering achievements, architectural design and innovative use of materials within its geographic and historic context.

The design of the station is an engineering solution to the site constraints that has a functional aesthetic. It is the product of collaboration between practical railway operational requirements and architectural detailing, resulting in a stunning space with opulent buildings embracing the train shed. It is an iconic building and a landmark in the area.

The train shed design and construction is of exceptional architectural interest; it was a pioneering design which achieved, at the time, the world's largest internal roof span, and an impressive open space.

The structural design and the internal layout and circulation improved upon its predecessors within London and the UK and became a prototype for stations around the world.

The arrangement of platforms on cast iron columns elevated above ground level was an ingenious response to site constraints and economic opportunity. The use of this platform deck as the tie for the roof trusses removed the need for intermediate supporting structures and was an innovative use of materials and an engineering achievement.

It is a masterpiece of high Victorian gothic revival, in which the spatial proportions of a nave are successfully applied to a railway station to create an unrivalled sense of grandeur. The generous proportions of the concourses, with limited furniture and commercial intervention, contribute to the station's monumentality and splendour as a railway terminus. The full volume of space afforded by Barlow's ingenious roof design is experienced from platform level, particularly in views along the length of the train shed from either end. For visitors entering from the eastern archway in the southern elevation, the entrance archway gives way to a dramatic composition in which the trains appear to be presented beyond the glazed screen to the 'restricted zone' under the majestic roof structure.

The station was built with the highest quality materials and attention to detail.

The undercroft row of London stock brick arches and the tight grid pattern of cast iron column with wrought iron plates supporting the deck, are a functional response to the architectural and commercial vision of the Company and its engineer.

The station has exceptional historic interest as a unique collaboration between England's leading architects and engineers of the time, Sir George Gilbert Scott, William Henry Barlow and Rowland Mason Ordish.

The significance of the station has been respected and integrated thanks to a sympathetic conservation and restoration of the building to provide a terminus for International train services as well as domestic services with an integrated interchange with the London underground.



# THE AIM OF THE ARCHITECTURAL DESIGN OF THE ALTERATIONS TO THE 19TH CENTURY STATION IS THAT THE ORIGINAL ARCHITECTURE STANDS OUT ABOVE THE MODERN INTERVENTIONS AND IS GIVEN THE SPACE TO EXPRESS ITS FORM AND FUNCTION.

Generally speaking, the works carried out to the station and hotel in the early 21st century have done nothing to detract from the historical and aesthetic value which secured St. Pancras Station's Grade I listing in 1967. In many respects the later works mirror that of Barlow/Scott because of the high-quality design, integration of engineering and architecture, consistency across the station and the clarity of approach. These works represent the application of what was the best conservation, design, thought and technology of their times.

Therefore, as well as doing no harm, the later works have enhanced the station's historic and aesthetic value, not just by giving the station a new lease of life, but also by allowing people to see and appreciate aspects long hidden from view: the London St. Pancras Highspeed project has made the station one of the most well-known buildings in the capital and the first experience of London for many visitors.

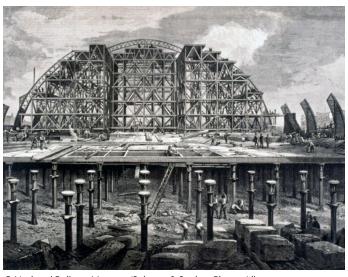
Collectively the later work contribute to the station's special interest and these are considered to be moderately significant. However, this significance is not vested in the fabric itself, but rather in the design ethos and detail and the way in which it has transformed visitors' experience of the station.



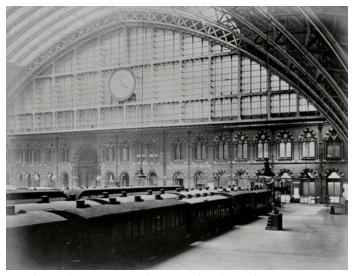
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### 2.1 PURPOSE OF THE DOCUMENT

London St. Pancras Highspeed seeks to deliver the world's leading high-speed rail experience, and to drive a high quality, creative visitor destination while working within the legislation and expectation that applies to a Grade I listed building.

This guide sets out the design principles and parameters retailers must comply with as set out in their lease and other agreements, and as agreed with Historic England ("HE") and the London Borough of Camden ("LBC").

If works fall within the principles and parameters set-out in this document, a separate listed building consent is not required. We will therefore expect tenants and partners to adapt their concept to befit the railway station context.

#### The purpose of this document is to:

#### Inform the design, by:

a. conveying the unique environment specific to St. Pancras International, and

b. identifying the design standards.

#### Ensure a smooth and structured process, by:

a. setting out the requirements associated with undertaking works and trading at St. Pancras International, and

b. explaining the design review process and related procedures, and

c. highlighting the relevant statutory requirements and responsibilities specific to the station.



### 2.2 KEY PARTNERS

Together, we will assist and work with the applicant to produce and deliver a creative scheme that achieves a high quality aesthetic befitting St. Pancras International and a successful railway and retail environment.

#### **LONDON ST. PANCRAS HIGHSPEED**

London St. Pancras Highspeed acts as landlord on behalf of the Department for Transport (DfT).

- The Retail Project Manager will be the main point of contact to drive and manage retail projects through their various stages.
- The Design & Heritage Adviser will guide you through the design expectation, reviewing and commenting on design submissions as well as liaise with heritage stakeholders on behalf of the applicant.
- The Commercial team will comment on trading and operational aspects of the design.
- The Marketing team can help promote the brand within our marketing channels.
- The Trading Manager will become the main contact once a store is trading.

#### NR(HS)

NR(HS) (Network Rail High Speed) is responsible for the day-to-day management and maintenance of St. Pancras International.

NR(HS) as Operator of the station will:

- Provide safety management and technical assurance, ensuring the works comply with the relevant legislation during the design and construction phases.
- Provide advice for construction and technical information on the asset, and to support any designers wishing to organise surveys if required.
- Key contact throughout the construction phase.
- Ensure compliance with safety and security throughout the life cycle of a project.



### 2.3 COMPLIANCE & RESPONSIBILITIES

#### RESPONSIBILITIES

It is the tenant's responsibility to ensure compliance with the relevant industry regulations. London St. Pancras Highspeed and its partners do not accept any responsibility or liability for the design or execution of works.

Neither London St. Pancras Highspeed nor NR(HS) are responsible for any unforeseen costs incurred by the tenant during the design and construction process and/or shortfall costs arising from the interpretation of the Guide or any other details provided by London St. Pancras Highspeed or its business partners.

HS1 / NR(HS) will not be held responsible for any theft, loss or damage of the tenants or contractor's goods, materials, equipment and merchandise.

# LONDON ST. PANCRAS HIGHSPEED COMPLIANCES & PROCEDURES

When undertaking works at St. Pancras International, the designer and contractor will also, in addition to this document, and to the regulatory and industry standards applying to construction works in a railway environment, need to comply with documents and procedures as advised by London St. Pancras Highspeed and its partners.

#### The list below is non-exhaustive.

London St. Pancras Highspeed Sustainability
 Strategy

- NR(HS) Technical Standards
- London St. Pancras Highspeed CAD Standard (2019) HS1-AMS-011-1
- London St. Pancras Highspeed Conservation Policy
- St. Pancras Fire Strategy
- London St. Pancras Highspeed Bylaws

#### **BUILDING REGULATION**

The building regulations set out legal requirements for specific aspects of building work and notification procedures that must be followed when starting, carrying out, and completing building work. The regulations set standards for aspects of building works such as; energy use, accessibility, fire, acoustics.

The building regulations require that a project's compliance is independently verified. Building control bodies (BCBs) are responsible for checking building work to verify it complies with the regulations. This includes new buildings, alterations, installations and extensions.

The tenant is obliged to engage and pay for an Approved building control company to meet its obligations. Details of an approved building control company that is familiar with the station's environment can be obtained from NR(HS) and London St. Pancras Highspeed Retail Project Manager.

#### PLANNING & LISTED BUILDING COMPLIANCE

Under the Channel Tunnel Rail Link (CTRL) Act of 1996, London St. Pancras Highspeed operates under a different system and benefits from the provision of a Heritage Deed that streamlines usual planning and listed building requirements.

- The design principles and parameters, processes and procedures described within this document have been developed and agreed with Historic England (HE) and the London Borough of Camden (LBC) under the Heritage Deed.
- St. Pancras International sits within the King's Cross Conservation Area and is a Grade I listed building. Grade I listed buildings constitute only 2.5% of all listed buildings. The whole building is protected including the modern extension; however, the different areas are of varying levels of significance.



#### **COMPLIANCE WITH THE GUIDE**

Any installation that might affect the special character of St. Pancras International including maintenance and alterations, however minor must comply with this Guide to avoid unauthorised works to a listed building as this can lead to prosecution, fine and a criminal offence record.

- London St. Pancras Highspeed Design & Heritage Adviser will review schemes to ensure the design and the implementation are compliant with this Guide. They will also ensure the scheme preserves and enhances the special architectural and historic character of St. Pancras International and will assess if the proposal meets landlord and heritage stakeholders expectations.
- Once on-site, all works must be carried out in accordance with the information accepted by London St. Pancras Highspeed through the Detailed Design Letter of Non-Objection. Any subsequent alterations or additions to the design may only be made once these have been reviewed and accepted by London St. Pancras Highspeed in the form of an updated Letter of Non-Objection.
- Compliance with this Guide essentially substitutes the requirement to obtain Listed Building Consent for most of the retailers' works undertaken at the station.
- London St. Pancras Highspeed will advise if the works require additional consent.
- Existing works do not constitute precedent and the list of parameters provided are non-exhaustive.

- London St. Pancras Highspeed will take a view as to the suitability of proposals not covered by the Guide (e.g. new material).
- When required, London St. Pancras Highspeed will liaise with and submit the relevant application to the LBC, using information provided by the applicant. The applicant and their design team will not liaise directly with the heritage stakeholders and planning authorities.
- As part of the lease, when undertaking works the tenant agrees to follow the relevant processes and to meet the required standards set out within this guide.

#### **WORKS OUTSIDE OF THE GUIDE**

We welcome innovative approaches that go beyond the parameters set out in this guide. Such works not included within the Heritage Deed may be agreed if considered acceptable but through a longer process and a successful outcome is not guaranteed.

- Such proposals will require close collaboration with the relevant parties at the earliest stage to agree the design approach and determine acceptability and potential timescale implications.
- Further liaison with and specific consent from HE and LBC may be required and this will be undertaken by London St. Pancras Highspeed's Design & Heritage Adviser. The applicant and their design team should not approach HE and LBC directly.

- Non-compliant works might need to be removed and any remedial works undertaken at the applicant's cost in accordance with a methodology to be agreed by London St. Pancras Highspeed.
- Should any unforeseen circumstances occur or alterations to the accepted scheme be required while on-site, however minor, these must be discussed with and agreed in writing by London St. Pancras Highspeed and NR(HS) prior to those works being undertaken.
- Unauthorised works and therefore any works that deviate from the works agreed to by the means of the Detailed Design Letter of Non-Objection, might constitute a criminal offence.
- It is a breach of the lease agreement if a tenant fails to comply with the procedures, design parameters and standards set within the Guide (unless these have been agreed explicitly in writing by London St. Pancras Highspeed by the means of a Detailed Design Letter of Non-Objection).



### 2.4 THE APPROVAL PROCESS

Any physical intervention however minor may impact on the heritage significance, affect the special historic and architectural character and appearance of the listed station as well as affect one or more of the station environments, structures or individual building services.

All interventions by retailers must be made to the London St. Pancras Highspeed Retail Project Manager.

A written agreement in the form of a 'Detailed Design Letter of Non-Objection' will be issued by London St. Pancras Highspeed before works can proceed to implementation stage. The information below identifies the key stages. Further information on each stage is provided under section 2.5 'Procedures'.



### STRIP-OUT

- At the end of the contract, or unless otherwise agreed, the tenant is responsible for the strip-out of the unit back to the original Shell & Core specifications and reinstatement of any damaged landlord fixtures to a methodology agreed by London St. Pancras Highspeed & NR(HS).
- NR(HS) will provide a strip out specification which must be adhered to in full.

A template is provided in the Appendices.

- To reduce waste, incoming tenants might consider agreeing to take-on assets from the outgoing tenant.
  - This is dependent on age, condition, and past regime of maintenance for these assets.
  - The tenant will be provided with a protocol that will need to be followed.
  - It is essential that this agreement is approved by London St. Pancras Highspeed, who will be guided by NR(HS).
  - London St. Pancras Highspeed and its partners do not accept liability for any asset left by an outgoing tenant.
- During strip-out, a frosted vinyl or an alternative depending on the location and circumstances will be required and must be agreed with London St. Pancras Highspeed.

- London St. Pancras Highspeed issues a strip out specification to the tenant
- NR(HS) issues a 'Work Authorisation Document' (WAD) to the tenant



- Strip out implementation
- Practical completion

### SMALL INTERVENTIONS BY RETAILERS

Units must be maintained in a good state of repair and kept up to date at all times. Where a tenant wishes to undertake minor changes within an existing unit, which do not constitute a complete refresh, the proposal should in the first instance be discussed with the Trading Manager, and a Station Asset Change Application form must be submitted to:

Retailfitouts@stpancras-highspeed.com

It is important that the overall cumulative impact of every intervention taking place in this Grade I listed station is assessed as well as the potential harmful impact of each individual proposal, hence the requirement for all works to be submitted to London St. Pancras Highspeed for review and non-objection thereof.

Types of work falling in this category include the introduction of a new display unit or the proposal for a seasonal window display.

- The interventions must still comply with the design principles and parameters set out in this Guide.
- Details of the information to be submitted for such intervention can be found in the Appendices.
- London St. Pancras Highspeed will aim to respond to the submission within two weeks. Please ensure the submission is comprehensive and provides sufficient information to allow the reviewer to assess the impact (visual and physical) of this intervention.
- A 'Letter of Non-Objection' will be issued to the tenant once the work has been assessed and works cannot proceed until such letter has been issued and conditions discharged.

#### PHASE 1: STATION ASSET CHANGE APPLICATION

- Submission by tenant to London St. Pancras Highspeed
- Review, recommendations and request for additional information by London St. Pancras Highspeed/NR(HS) (usually 2 weeks)
- Re-submission if required by tenant
- London St. Pancras Highspeed issues letter of non-objection



#### PHASE 2: IMPLEMENTATION

- Tenant submits RAMS to NR(HS)
- NR(HS) reviews RAMS & Issues WAD
- Tenant carries out work
- Compliance check by London St. Pancras Highspeed & NR(HS).



LONDON ST. PANCRAS HIGHSPEED PROJECT CLOSURE



### **RETAIL FIT-OUT & REFRESH**

There is a four-stage process for a new unit fit-out and for any refresh or other significant intervention.

- The programme is developed jointly with tenants to understand how quickly they can progress with their design and construction phases. This will be discussed at the sharing meeting. London St. Pancras Highspeed team and their partners will aim to review each submission within two weeks.
- In order to achieve the timescale it is critical that the design team submits all the information requested in accordance with the requirements stated in the Appendices.
- Approval will be provided in the form of a 'Letter of Non-Objection' issued by London St. Pancras Highspeed at the end of each design stage.

#### DESIGN REVIEWS - LED BY LONDON ST. PANCRAS HIGHSPEED

#### **STAGE 1: CONCEPT DESIGN**

- Sharing meeting
- Retail services data sheet provided to tenant
- Tenant submits concept design
- Review process by London St. Pancras Highspeed & NR(HS)
- Concept design letter of non-objection issued by London St. Pancras Highspeed



#### STAGE 2: DETAILED DESIGN

- Design review meeting
- Tenant submits detailed design
- Review process by London St. Pancras Highspeed & NR(HS)
- Detailed design letter of non-objection issued by London St. Pancras Highspeed



### **RETAIL FIT-OUT & REFRESH**

- Works can only proceed once a 'Detailed Design Letter of Non-Objection' and a 'WAD' (Works Authorisation Document) have been issued. A 'WAD' will not be issued without a 'Detailed Design Letter of Non-Objection'.
- The applicant is responsible for complying with the Guide and the conditions stated in the 'Detailed Design Letter of Non-Objection' during the implementation phase on-site.

London St. Pancras Highspeed and its partners do not take any responsibility or liability for the design or execution of works.

More detailed information on documents provided and requested can be found in the 'Procedures' section (2.5) and relevant forms can be found and accessed in the Appendices.

#### ON-SITE IMPLEMENTATION - LED BY NR(HS)

#### **STAGE 3: ON-SITE IMPLEMENTATION**

- Pre-start meeting
- RAMS submission by tenant
- WAD issued by NR(HS)
- Site rig
- Fite-Out works: Site visits including pre-snag visits



#### TRADING & CLOSURE – LED BY LONDON ST. PANCRAS HIGHSPEED

# STAGE 4: PRACTICAL COMPLETION, TRADING & PROJECT CLOSURE

- Practical completion
- Trading
- Final snag by London St. Pancras Highspeed & NR(HS)
- Project Closure by London St. Pancras Highspeed



### 2.5 PROCEDURES

#### **DESIGN REVIEWS**

#### Concept and detailed design submission protocol

The information required will be commensurate to the nature of the work but must be sufficient to enable London St. Pancras Highspeed/NR(HS) to assess the physical impact on the fabric as well as the visual impact on the special character of the station.

List of documents to be provided for most works are in the Appendices but if in doubt and to avoid delays, please seek clarification from London St. Pancras Highspeed.

#### All documents submitted by the tenant must:

- Be submitted as one or several PDF pack(s).
   Each single file must be smaller than 50Mb. Each submission must be complete to enable London St. Pancras Highspeed/NR(HS)to assess the whole scheme rather than submitting drawings in a piece-meal fashion or needing to refer to previous submissions.
- Include an up-to-date submission sheet and a drawing register with each submission.
- Be individually dated, have a unique title, and document number tracking revisions.

- Be scaled at A4 &/or A3 and have key dimensions in metrics.
- Be provided in English
- Updated versions of drawings must be issued along with an updated drawing register with a new revision number and changes highlighted in colour.

#### London St. Pancras Highspeed will provide:

- For new Retail Fit-Out, a Retail Services Data Sheet will be provided. If further technical information on the asset is required, the designer will need to liaise with the London St. Pancras Highspeed Retail Project Manager. It is strongly recommended that the designer undertakes a comprehensive non-intrusive site survey to validate all the information and inform the detailed design, this will be at their own cost.
- · A directory of relevant contacts.

#### Meetings

# For retail fit-out, the following meetings will be scheduled by the Retail Project Manager:

 Sharing Meeting: this will take place before the Concept design is submitted to introduce the various parties and their roles, to explain the

- process and go through the key points of this document. The contractor will be provided with a supplier directory.
- Design review meeting(s): this will be scheduled if required to clarify aspects of the design.

It is a legal requirement for the tenant to comply with the Construction Design and Management (CDM) Regulations which manage health and safety requirements during the construction process.

It is also a legal requirement to comply with all regulations pertinent to the Grade I listed building status of St. Pancras International.



#### ON-SITE IMPLEMENTATION

#### **Procedures**

The contractor must refer to <u>London St. Pancras</u> <u>Highspeed Guide: NR(HS) Technical Standards.</u>

#### NR(HS) will:

- Organise an on-line induction for all suppliers.
- Organise a pre-start meeting with the tenant, designers and their project leadership team, including the site foreman.
- Provide a Principal designers guide to support the preparation of the pre-and construction phase CDM plan. (Please note that the pre-construction phase CDM plan should, if available, be submitted at Detailed Design).

### Prior to starting on-site, the applicant must provide to NR(HS).

- Risk Assessment and Method Statement ('RAMS').
- Insurance certificates (Public and Employer's Liability: £10m minimum each).
- Health & Safety Plan including COSHH assessment.
- Detailed programme of work.

A WAD will be issued by NR(HS) once all the required documents have been reviewed and been accepted. This is required for works to start on-site.

#### On site, the contractor must ensure that:

- All works are carried out in compliance with this Guide, the Detailed Design Letter of Non-Objection and the London St. Pancras Highspeed Guide: NR(HS) Technical Standards.
- Station systems or services are not disconnected or connected to without prior authorisation from the stations' engineering team.

#### It is the contractor's responsibility to ensure that:

- The drawings they are working to are those that were attached to the detailed design letter of non-objection.
- Any conditions given within the Detailed Design Letter of Non-Objection are adhered to.
- Any later revision and alteration to the design must be submitted for review to London St. Pancras Highspeed, and works cannot proceed until a written non-objection has been obtained from London St. Pancras Highspeed.

### 'Principal Designers: A guide and Protocol'. This document will be issued to the contractor by NR(HS)

- Commitments expected by all parties.
- Pre-construction requirements, including RAMS content and process.
- On-site set-up.
- CDM compliance.

#### Meetings

- Pre-start meeting: NR(HS) will set-up a pre-start meeting with the contractor prior to work starting on-site. The applicant's Project Manager, Principal Designer and their site management team including site foreman must be in attendance.
- On-site meetings: Subject to the extent and nature of the works, regular meetings on-site (usually weekly) will take place with London St. Pancras Highspeed and NR(HS) in attendance to assess progress and review compliance. A presnag meeting will be organised a few days before the practical completion to highlight any issues that need resolving to enable trading to start. The brand representative, Project Manager, Principal Designer and site foreman must be in attendance at those meetings. Ad-hoc meetings and audits as and when required might be undertaken by London St. Pancras Highspeed and NR(HS) without prior notice.



### **WORKING HOURS**

Working hours will be discussed at the pre-start meeting taking into consideration the following:

- The station is open 24hrs, every day of the year.
- Noisy works must be brought to the attention of NR(HS) and will be discussed on a case by case basis.
- Deliveries and waste away are to be undertaken within engineering hours (10:30pm 04:30am).
- Trading hours of stores are variable. Please refer to St. Pancras website.
- The proximity of the site to the hotel might restrict night works subject to the nature of the works and location of the unit.

#### **PRE-START MEETING**

NR(HS) issues 'Principal Designers: A Guide and protocol'



- RAMS submitted by tenant
- NR(HS) issues 'WAD'



#### ON-SITE

- Site set-up
- Compliance site visits
- Practical completion
- Certificates and documentation submission by tenant
- Final snag
- Project closure



### PRACTICAL COMPLETION & PROJECT CLOSURE

To allow trading, a 'Practical completion and handover' meeting will be organized by NR(HS).

#### This must be attended by:

- Tenant representative (Project Manager)
- · Architect/Designer
- Main contractor representative (site manager, PM, Principal Designer)
- The contractor must refer to the Pre-handover and the 'St. Pancras Retail fit-out Completion Checklist'. Both documents are available from NR(HS).
- Once the documents and snags required by NR(HS) and London St. Pancras Highspeed to allow safe trading have been submitted and accepted, the tenant will be issued a 'Permit to trade'.
- A 'Final snag' meeting will be organised approximately 10 days after start of trading to ensure compliance from an aesthetic point of view with the Detailed Design Letter of Non-Objection and with this guide, and to review any operational issues. The tenant will have 28 days maximum from the first day of trading to provide all the relevant certificates and close any outstanding snags.

'Project closure' will be issued by London St.
Pancras Highspeed, and the deposit released
once all works and snagging items are deemed
to be completed, the CDM Health and Safety file
issued and deemed acceptable by NRHS. The
H&S file must contain O+M manuals and As Built
drawings.

Post-implementation review will be organised by the Retail Project Manager. This must be attended by:

- Tenant representative (Project Manager)
- Architect/Designer
- Main contractor representative (site manager, PM, Principal Designer)

PRACTICAL COMPLETION

PERMIT TO TRADE

FINAL SNAG

PROJECT CLOSURE





St. Pancras International is not only a key travel hub used by millions of passengers a year, it is also an attractive and thriving visitor destination.

- The station provides a unique retail, cultural and hospitality offer in London within the exceptional architectural setting of an iconic Grade I Listed Building.
- High quality design and finishes, innovation and visitorfocus are what defines St. Pancras International. All interventions should embrace the uniqueness of the station and should make a positive contribution to the overall appearance and ambience of the building, its distinctive parts, and their respective significance.
- This section outlines the key design principles and the parameters to inform the applicant's design and aims to provide an understanding of London St. Pancras Highspeed's design and technical expectations.



### 3.1 STATION-WIDE DESIGN PRINCIPLES

London St. Pancras Highspeed is the custodian of an iconic Grade I listed building and expects designs that maintain and build on the station's landmark status.

#### That means designs that:

- Reinforce the unique and special architectural and historic character of this railway station
- Deliver an environment that inspires its visitors and customers
- Drives commercial benefit

The key design principles describe the overarching design elements London St. Pancras Highspeed will review proposals against. The design principles explore the architectural treatment of the existing building.

The design principles and parameters derived from these must be implemented within the design proposal to preserve the iconic status of the station and perpetuate its intrinsic architectural quality.



### **KEY DESIGN PRINCIPLES**

# 1. PRESERVING THE SPECIAL CHARACTER OF ST. PANCRAS INTERNATIONAL

- The visual impact on the historic character and appearance is an essential part of the design review process. The design will be assessed in the wider context of the station's architecture and the respective character and hierarchy of each space.
- The significance of the station has been respected and integrated into the turn of the century conservation and restoration of the building with new interventions into the original structure kept to a minimum.
- The 21st century architectural intervention is quiet, understated, and polite and allows the 19th century architecture to be expressed in all its glory. The modern is subservient and complements the historic rather than competing with it.
- The modern intervention has allowed for the rhythmic expression of the arches and the regular spacing of the columns at the Arcade level, as well as the bay arrangement on the Grand Terrace to be appreciated, articulating the historic structure and its function. The space is uncluttered, preserving a feeling of space.
- Standard brand designs will not be accepted if considered to harm the special character.

- Sight lines from the public concourses and streets towards and into the unit are important to enable the appreciation of the architecture and space. These sightlines will be considered when assessing the design, to assess the impact of any intervention within a wider context.
- The material and colour palette of the modern interventions are simple and neutral to allow the rich colours and texture of the original building materials to be appreciated. The balance of colour palette put forward must be proportionate.
- The station is characterised by high quality material: brick, stone, iron columns and beams are the key components. Introducing faux-brickwork, arches or beams or any intervention that might mimic these materials and confuse the historic structure and appearance will be refused.
- Lighting level and design has been carefully integrated to complement the significance of St. Pancras International. Lighting is a critical aspect of any design and must be carefully balanced.

#### 2. PROTECTING THE HISTORIC & LANDLORD FABRIC

- The tenant will not be permitted to affix or apply anything onto the historic fabric (brickwork, joinery, stonework and ironwork), and must provide detailed construction drawings that illustrate how items will be built in close proximity to the historic fabric. Interface with and any risk of damage to the historic fabric must be designed-out, allowing for shadow gaps to express the separation.
- The tenant is not permitted to affix anything onto the terrazzo or the shopfront glazing and only in limited circumstances can anything be affixed to landlord fabric such as concrete surfaces.
- Bespoke landlord ceilings have been carefully detailed throughout the station and any interventions within these will be resisted and must be justified and minimised to retain the visual integrity of the system.
- The tenant may not fix finishes directly to any internal wall, finishes must be applied to tenant linings only.



### **KEY DESIGN PRINCIPLES**

#### 3. PROVIDING FIRST-CLASS VISITOR EXPERIENCE

- The boundary between the railway function and the retail environment is defined while being well integrated. The retail intervention cannot compromise the station's primary function. Visual clutter will be carefully controlled to ensure that wayfinding is protected.
- Providing an attractive, well integrated retail environment will greatly contribute to the enjoyment and experience of visitors.
- Designs must create an inclusive, accessible environment that can be used and enjoyed by everyone.
- The retail interventions need to be engaging and provide a convenient, sensory, and social experience to visitors.

#### 4. COMMERCIALLY DRIVEN

- It is London St. Pancras Highspeed's vision to secure St. Pancras International as a destination for shopping and dining, and to position it as a venue for tourists visiting London as well as increase the usage of the London St. Pancras Highspeed route and diversify its customer base.
- Throughout the year we identify seasonal themes, events, holidays, and products that drive a change in consumer behaviour and retail sales, and we use integrated marketing campaigns to bring these to life. The design must allow for flexibility.
- Applicants must allow for heavy footfall, fast and convenient services to serve commuters and visitors. We expect inspired and informed proposals that drive earnings.
- An uncluttered design and simple messaging that brings the product to life is strongly encouraged.
   'Less is more'.

#### 5. PROTECTING THE NATURAL ENVIRONMENT

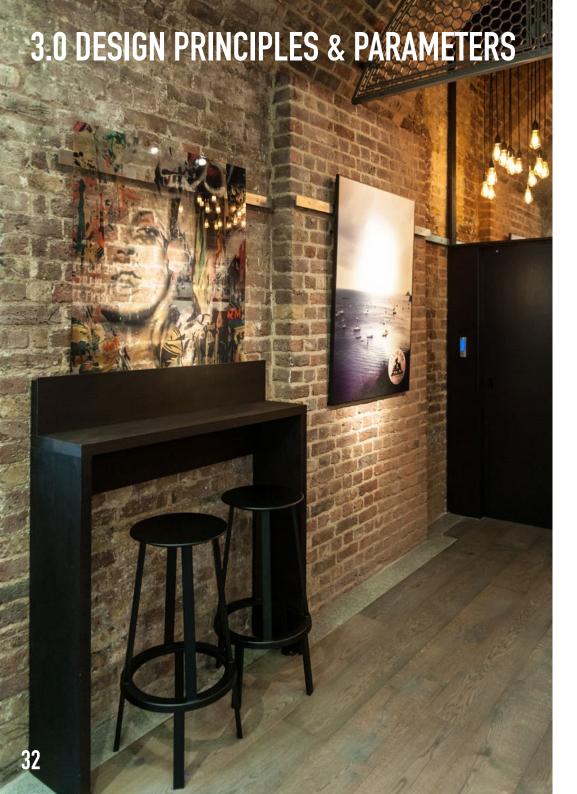
- All works will need to comply with the London St. Pancras Highspeed Sustainability Strategy. Choosing to travel on the highspeed route is the sustainable choice and travellers can be safe in the knowledge that London St. Pancras Highspeed Ltd is committed to environmental sustainability.
- We are committed to protect natural resources and promote biodiversity and will work with tenants and stakeholders to ensure that together we can achieve our ambitions.
- Tenants should design their fit-outs to have a
  minimum impact on the environment and thus
  choose materials that are recycled, sustainable,
  long life; procure works to minimise waste; specify
  products that have a sustainable operating
  model such as LED lights; aim to minimise waste
  during on-site works and operation through
  encouragement of reduce, reuse, recycle and the
  innovative use of new materials.



### 3.2 AESTHETIC

- GENERAL LAYOUT
- MATERIAL & FINISHES
- FLOORING
- PARTITIONS & CEILINGS
- DISPLAY FIXTURES & FITTINGS
- UNIT SHOP-FRONT
- SEASONAL WINDOW DISPLAY
- BRANDING & MESSAGING
- CHRISTMAS
- CONSTRUCTION VINYL & HOARDING
- LIGHTING
- BACK-LIT & INTERNALLY ILLUMINATED GRAPHIC DISPLAY
- SIGNAGE
- SEATING





The following 3D renders exemplify the type of units found in The Arcade and The Circle and illustrate the key characteristics of each of these area.

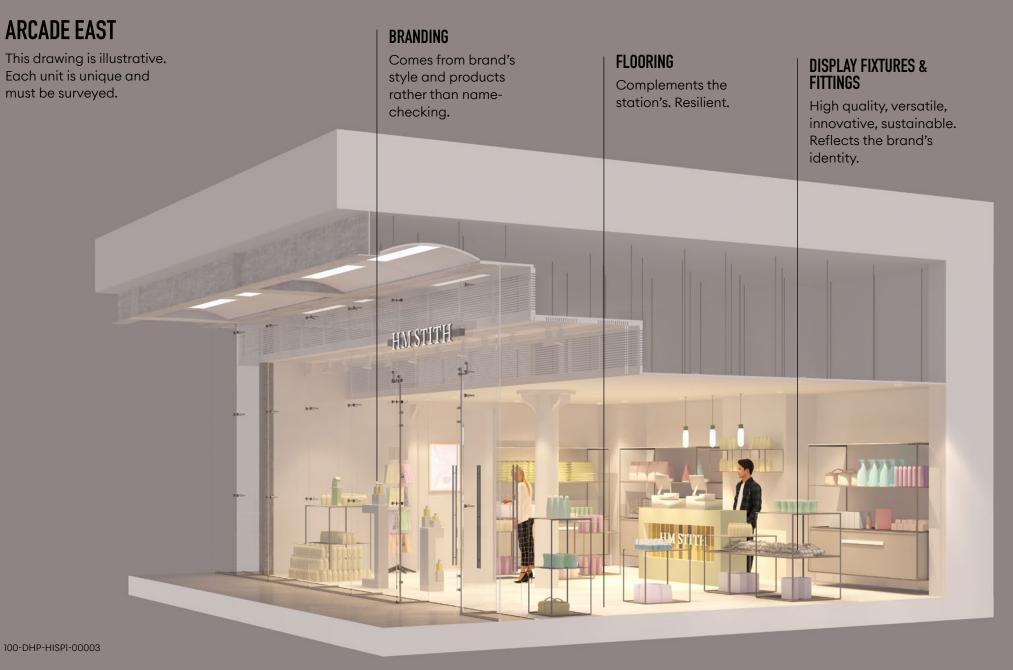
Each unit will be different but these drawings represent the main interfaces between the landlord fabric and the tenant fit-out. They provide a context and identify the areas the tenant must play particular attention to when designing their fit-out.

### **ARCADE WEST**

This drawing is illustrative. Each unit is unique and **SIGNAGE UNIT SHOPFRONT** must be surveyed. Consistent across Sophisticated visual the station. statement creating LIGHTING **GENERAL LAYOUT** memorable experience. Complements the Designed to suit the Contextual, line of architecture and long sight-lines. sight, layered journey highlights points of building interest, interest. inclusive, accessible and engaging. W & Z

100-DHP-HISP1-00002







### THE CIRCLE

**SEASONAL WINDOW** MATERIAL & FINISHES This drawing is illustrative. **BACK-LIT & INTERNALLY** DISPLAY Each unit is unique and Robust, stylish, **ILLUMINATED GRAPHICS** must be surveyed. Fixtures to allow for sustainable. Complementing brand campaigns the offer, providing and seasonal **PARTITIONS & CEILINGS** additional services. displays. Recessive, visually non-intrusive. RSVTHG **RSVTHG** 100-DHP-HISP1-00001

### **GENERAL LAYOUT**

#### **KEY PRINCIPLES**

- A contextual, high quality and creative design approach is expected. A contemporary design approach adapted to the station is encouraged. London St. Pancras Highspeed will work with the brand to achieve a design that respects the brand's unique character and that of the station.
- The station facilities have been designed to provide an inclusive environment that can be used and enjoyed by everyone, regardless of age, gender or ability. This inclusivity should be extended into all designs and in the implementation of retailer schemes by providing exemplary standards of fit-out and operation for all customers.
- Works carried out by existing or former tenants will not be used as precedent as each design will be considered on its own merit.

#### **PARAMETERS**

- We encourage a distinctive and imaginative environment appropriate to the brand's unique identity and the station's iconic character.
- Consider and describe in your application the customer journey and how the brand's identity and heritage are conveyed and have been adapted to St. Pancras International.

- Uncluttered, simple and coherent designs that showcase products and brand in an innovative way will be encouraged.
- Consider the visitor eye line and layer the customer experience, drawing the eyes towards the depth of the store or key pause point of the design.
- Functionality must be a key concern for the design team. Customer flow, location of cash desk, security, number of products on display and stock must be considered carefully.
- When considering the location for the cash desk the designer must consider carefully how the brand operates, the customer flow and security.
- Level access and sufficient circulation space must be provided for persons with restricted mobility and the needs of all customers must have been considered, in line with industry standards and regulations.
- As the units are located within a busy station, tenant's merchandise will not be allowed to stray onto the concourse areas for operational and safety reasons as well as to preserve the architectural gesthetic.







### **MATERIALS & FINISHES**

### **KEY PRINCIPLES**

- Materials should be of a suitable robustness and finish providing longevity, style and quality.
   They must be suitable for the lifespan of the proposed intervention.
- Materials & finishes should be consistent with the quality and type of materials used within the Grade I listed building.
- Materials should be responsibly and sustainably sourced.
- A sample board and finishes schedule must be submitted at concept design stage.

#### **PARAMETERS**

#### Permitted materials

 Natural facing materials should be used where possible, unless an operational requirement demonstrates an alternative is required. There is scope for the use of high quality materials such as: glass, stainless steel, timber, Perspex (for detailing and signage), powder coated and natural aluminium, limestone, ceramic, granite or terrazzo, including reused or recycled stone from reputable suppliers.

- Timber hardwood and softwood; stained, painted, lacquered finishes or engineered board. All new wood is to be Forest Stewardship Council (FSC certified or equivalent).
- Glass: clear or acid etched, sand blasted, coloured or patterned glass. All glass must be safety glass, either toughened or laminated and visibly marked.
- Small format glass mosaic/ceramic tiles.
- Recycled materials with appropriate quality finish might be acceptable subject to the appearance and proposed location of the materials.
- Wall finishes and colour are to be identified.
- Special paint effects might be allowed if created in factory conditions.
- The use of the brand's own colour palette will need to be proportionate to the context to respect the building's atmosphere. Excessively bold colour schemes will be discouraged, and it might be requested that the amount of use of certain colours be reduced.
- Cast iron columns can only be painted to specifications (including specific colour) and methodology approved by London St. Pancras Highspeed and NR(HS), as these historic columns have a protective coating. The work must be undertaken by a competent contractor that can demonstrate relevant experience. NR(HS) can provide details of the incumbent contractor.







- All materials must be Euroclass B fire rated and Material Safety Data Sheets and certificates of conformity will need to be submitted. Fabric, textiles, and soft furnishings must meet the requirements of BS-7177, including Cribb 5 fire retardancy as a minimum
- Materials and finishes cannot have any sharp edges.

#### MATERIALS NOT PERMITTED

- Tropical hard woods will not be acceptable on environmental grounds.
- Inappropriate simulated materials (no slip brick, faux-brickwork or fake beams or columns for instance).
- Exposed softwood, plywood or any other similar material.
- Low quality textured or colour acrylic.
- Vinyl: tiles and sheet format.
- Luminescent/fluorescent paints.
- Wallpaper or wall covering in the Arcade and Circle, as this would be at odds with the functional character of that space. But wall covering might be acceptable as a backdrop to display units.

• Vegetation detracts from the functional character of the railway station and presents a maintenance issue. In the Arcade and Circle, vegetation where visible from the public concourse is only acceptable if it relates to the brand's offer (such as plant-based products), subject to scale and quantity. These cannot be a dominant feature and will not be permitted where set against the brick arches (barrel and elevation). Small plants/ shrubs might be allowed on the Grand Terrace (see section in 'Area specific).







### **FLOORING**

### **KEY PRINCIPLES**

- Flooring design and quality must create a consistent and safe flooring finish appropriate to the character and function of the station.
- The concourse finish in the station public areas consists of terrazzo. This material provides a uniform consistent finish and a clear demarcation.
- The tenant must consider the relationship between the tenant and the landlord floor in terms of visual appearance.

- Flooring material must be resilient to high footfall.
- Solid flooring material such as hard wood, engineered timber or stone and ceramic tiles are expected. Rectangular tiles as opposed to square, and floorboards are the most appropriate format and will be encouraged.
- Carpets, rugs, rubber, laminate, and vinyl floors in front of house (FOH) will only be acceptable in exceptional circumstances subject to statement of need, proposed surface area and location. These are not appropriate to the functional character of the station and will not be permitted where visible from the concourse. Carpets can be used in fitting rooms and vinyl behind food prep counter in FOH.

- Flooring of a domestic character, painted floor that might fade or resin floors are not permitted.
- Mat wells, where appropriate and justifiable, should be clearly demarcated with appropriate quality and finish of materials that are compatible with the design of the fit out. Restrictions on branding the mat might apply. Mat wells and material must be clearly identified on the GA plan submitted at concept.
- Corporate logos/brands integrated within the floor are not permitted unless integrated within the threshold mat well where acceptable and justifiable. No advertising of any form can be applied to the floor.
- Floor finishes that produce tracking or fade after 12 months will not be permitted. The tenant must ensure there is a stainless steel edge between the landlord terrazzo and their floor. If floor sockets are used in areas where these might be visible by members of the public, a concealer plate must be installed. The materials and design of which need to be submitted at detailed design.
- Floor finishes should align with the concourse level with no trip hazards.







### **PARTITIONS & CEILINGS**

#### **KEY PRINCIPLES**

- The long views cannot be negatively affected. In most circumstances, partitions and ceilings will be expected to be a visually non-intrusive and a recessive aspect of the fit-out.
- Partitions and ceilings cannot interfere with the station's historic fabric and the landlord's services.

- Suspended raft and ceilings are the preferred method for most units. Ceiling tiles will not be permitted in front of house.
- Ceilings and bulkheads are to be from suitable materials and the finished RAL colour must be provided.
- Shadow gap and straight edges will be expected where the partition, ceiling or lining adjoins brickwork, or a permanent station finished edge. These tenant's items cannot under any circumstances be affixed onto or abut against the brickwork or ironwork.
- Consideration must be given to accessibility for landlord services.

- Security must be considered where the height of the ceiling notably fitting rooms allows access.
- The provision of a ceiling will be expected in most locations. The station and tenants' services do not successfully integrate visually into a fit-out. Allowing for these to be visible is harmful to the architectural significance of St. Pancras International.
- An open ceiling will in exceptional circumstances be considered for the units in the Circle only, if it is an important key trademark of the brand, and subject to design consideration. In these circumstances, the tenant will be expected to spray paint black the station concrete slab and all suspended services that can be painted. A nominal wall height will also need to be agreed, with all peripheral wall linings achieving this height and the wall above painted black. An open ceiling in the Arcade will not be permitted.
- Ceilings (or, where there are no ceilings, the interior surface of the roof) and overhead fixtures must be constructed and finished in a way that prevents dirt from building up and reduces condensation, the growth of undesirable mould and the shedding of particles.

- Detailed construction drawings showing how partitions and the ceiling will interface with the station fabric will be required at detailed design, and these drawings must specifically indicate that no fixing is permitted into the landlord fabric.
- If an intumescent seal strip is required, this must be an interference fit which means that the strip will be installed into the gap between the partition and brick wall, but not fixed into the historic fabric in any way.
- Doors must be detailed to integrate within the design, considering its purpose. A 'jib' door for instance might be most appropriate in some instances to minimise the visual impact of access doors to service cupboards and small back of house area.













### **DISPLAY FIXTURES & FITTINGS**

#### **KEY PRINCIPLES**

- Allows for the focus to be on the products, avoiding overly dense display throughout.
- Fixtures should incorporate flexible merchandising systems to support the needs of the product and enable seasonal changes.
- Must be easy to navigate and operate, with clearly defined categories where applicable.
- Any storage of stock must be carefully integrated either behind cupboards or on a lower shelf and should not impede on the attractive display of products.

### **PARAMETERS**

Open display for shopfront and mid-floor fixtures
will be favoured to allow visibility through. Specific
maximum heights have been set for various
locations and must be adhered to: mid-floor
standing fixtures, including those adjacent to
glazed party walls cannot exceed 1500mm. This
provides better line of vision for communication
with the customer and aids fields of vision for
security. Perimeter fixtures, away from the unit
frontage must be 2400mm high maximum with all
displays below that height.

- While individual brand identity is important, the
  use of the brand's own colour palette will need
  to be proportionate to the context to respect the
  building's atmosphere. Gratuitously excessive bold
  colour schemes will be discouraged.
- The use of graphic must be proportional to the space and fit-out and not be dominant. Bold graphics and strong focal points should be avoided.
- Only factory finished materials with precise engineering and jointing are permitted unless detailed drawings for manufacturing have been provided.
- Colour and materials of fixtures and fittings to be provided.
- If in-built lighting is proposed, refer to the section on lighting.
- Cabinetry may not be fixed to the landlord masonry walls enclosing the space. Restraint bars can be used for that purpose, in some locations. (see drawing 100-DHS-HISP1-00004)

- Internally illuminated or back-lit category headers located above display fixtures and used as a distant 'call-out' are not permitted. Those that are integrated within the shelving and are part of the overall lighting of the display will be considered if forming part of a coherent overall design where products remain the focus and the headers are subservient and not visually dominant.
- Consider how the design can be kept on-trend by choosing fixtures and fittings that allow for alteration or for replacement that can be undertaken overnight.
- The internal components of the cash desk should not be visible to the public and must be designed to hold all packaging and equipment required to ensure no loose items are on display.
- Counters and display fixture cannot have sharp angles and projection.















### **UNIT SHOP-FRONT**

### **KEY PRINCIPLES**

- The shopfront design must provide a sophisticated, show-stopping visual statement about the brand, displaying few products imaginatively to create a memorable experience.
- We encourage the tenant to consider designing a shopfront that allows for a degree of flexibility and renewal for regular activation throughout the seasons while maintaining simplicity and coherence.
- The designer must consider the wider context and long views when designing the shopfront and should make best use of the full width while working with the shopfront architecture.

- Particular attention must be given to the impact of the window design in the long views through the station.
- In the Arcade, the designer must take particular attention to the architectural treatment of shopfronts at St. Pancras International: the absence of a strong framing portal and the presence of glass side panels between some units, allowing views to flow through from unit to unit; combined with the standardised ceiling treatment for each side of the Arcade will call for a site specific design solution.

- Variation in height within the agreed parameters below must be built into the design of the window display, allowing views through the displays, and avoiding a monolithic and uniform appearance.
- The maximum height permitted for display units at the front of the store is 1300mm, mannequins excepted.
- One or two narrow and high display to a maximum height of 1800mm, to punctuate and animate the window will be permitted if these do not obstruct the views and as long as these only occupy up to 20% of the display, and with one single item no larger than 1m in width. These are instead of and not in addition to mannequins.
- Fixtures should be set back from shopfront glazing by 350mm.
- The side elevation of a unit up to a depth of about 1m from the shopfront should be considered as part of the shopfront window and address the passing visitor primarily. This area cannot include in-store display that creates a blank elevation into the shopfront.
- Fixtures adjacent to glazed party walls must be free standing and not place any loading on the glass.
- Any storage of stock must be carefully integrated either behind cupboards or on a lower shelf and

- should not impede on the attractive display of products.
- There is, on a temporary basis (see 'window display' section) some scope to introduce items hung from the landlord's ceiling structure and tenant ceiling. In the Arcade it requires intervention above the landlord ceiling. (Refer to drawings WD001C and WD002B in the Appendices). Elsewhere, this will be subject to agreeing a fixing methodology and design. If the brand wishes to pursue this, it should ideally be allowed for at fit-out to avoid retrofit.





### **SEASONAL WINDOW DISPLAY**

#### **KEY PRINCIPLES**

- Seasonal visual merchandising to promote a new product, support a campaign, a charity event or celebrate a calendar event such as Easter and Mother's Day are encouraged and the fitout design must allow for such interventions to integrate seamlessly into the shopfront design.
- Strong, show-stopping, and sophisticated window display changed regularly, as well as customer engaging events and activities to drive footfall and encourage customer experience, engagement and loyalty will be encouraged.
- The brand should submit at detailed design stage a visual merchandising strategy to explain how the design allows for seasonal displays and marketing campaigns in line with the brand's messaging and campaign strategy.
- Brand campaigns should be rolled out on a seasonal basis and as a minimum it is suggested that products within the display are refreshed bi-weekly.

#### **PARAMETERS**

- Seasonal window displays must meet design principles and parameters set out elsewhere in this document.
- London St. Pancras Highspeed encourages tenants to celebrate the following calendar events: Chinese New Year, London Fashion Week, Valentine's Day, Mother's Day, Easter, Eid, Father's Day, Halloween, Black Friday & Christmas.
- Mannequins must always be dressed in seasonal collections. Mannequin dressing using 'Sale' T-shirts/ dresses/ pinafores designed for High Street sale windows are not permitted.
- The ongoing update of the window display will be managed by the Trading Manager in line with the parameters set out in the Station Handbook and this Guide.
- Any new props or display fixtures proposed to support a seasonal window display must comply with this Guide and might require a Station Asset Change.

• Window hanging will be considered on an ad-hoc basis for short special marketing campaigns but not on a recurrent basis as it cannot become a continuous feature throughout the year. Such display must be lightweight in appearance and the visibility through the unit must be maintained (this cannot be used to create a solid background to a display). A longer review period must be allowed for and detailed methodology for hanging must be submitted. If proposed in the Arcade, there is a specific fixing methodology that must be adhered to. (Refer to drawings WD001C and WD002B in the Appendices)















### **BRANDING & MESSAGING**

### **KEY PRINCIPLES**

- The brand image should come through the display, the general aesthetic of the fit-out and products rather than through name-checks.
- For greater impact, messaging must be used sparingly.

- Lifestyle imagery, and storytelling is encouraged when they enhance and complement the offer, but these must focus on imagery without additional branding and be proportionate to the space and fit-out design.
- Excessive branding and messaging will not be supported.
- Discreet non-illuminated internal signage may be applied to non-historic back and rear side walls where the signage is not prominent in views from the concourse or outside the station, which will allow in some circumstances for one additional smaller, subservient and non-illuminated logo within the depth of the unit in addition to the door sign, and one small non-illuminated low level sign on a cash desk or display fixture. The acceptability of those additional internal branding in addition to the external shopfront sign will be assessed on a case-by-case basis subject to the depth of the unit, size of the proposed signs and location of the unit within the station.

- Web address/social media tags cannot be displayed in the window or where prominent in views from the public concourse and cannot be integrated within display fixtures. In all other locations, these can be used if it is in association with a temporary campaign, event or service that is St. Pancras International specific. The purpose, size and location will be reviewed by the Trading Manager.
- Any other notices that are non-safety/regulatory, including recruitment advertisement are not permitted.
- Branding/signage, artworks and posters must not be fixed to the landlords' asset, including the face of the brickwork, ironwork, glass frontage, side glazing, windows or doors, flooring, joinery internal wall cladding, columns or ceiling structure unless specifically identified by London St. Pancras Highspeed as a permitted signage location.
- No promotional (discounting) messaging or notices, no decals, slogans, brand names, credit card acceptance signs, job vacancies will be allowed in the window display including the first metre of the side walls, with exception to promotional/discounting messages during the nation-wide sales period, or for a station-wide event promoted by London St. Pancras Highspeed. Outside of these events, sales and promotional messaging can continue inside the unit.







- When permitted, messaging must be proportionate to the display, size of the sale and duration of the event. For the window, this will be no more than 10% of the total window display surface area with no single sign any larger than a A5 if displaying a sales/discount message only. This is to protect the special character of St. Pancras International.
- The tenant can consider the use of magnetic strip, hanging messaging cards, or strut cards to convey key messages. Vinyl applied to the windows is not permitted. The messaging must remain subtle and in-tone with the brand.
- Free standing display with branding or advertising is not permitted, unless making temporary use of an 'A' board or easel, depending on the location. These might be used within the demise to display short term promotional messages such as special activity or programme of events delivered in the store to support a campaign. Refer to drawing 100-DHS-HISP1-00021 in the Appendices for permitted 'A' board design. One A board per unit only can be used outside of units on the Grand Terrace and must be displayed on the slate border. Easels or A boards can be used in the Arcade and in the Circle, within the store. The easel must be timber and of a suitable size to support boards that are no larger than A3. This is not intended as a permanent display fixture and must be kept in storage when not in use.
- To advertise opening hours, a small self-supported poster stand, or 'strut' card, no larger than A4 will be considered if required. Details of format, type and location must be included in the submission usually this feature is displayed in the window behind the terrazzo strip to the side of the door. Alternatively, and only for those units in the Arcade and the Circle that have a glass frontage, an internally reversed applied vinyl to London St. Pancras Highspeed standard design can be used to display opening hours only. (Refer to drawing 100-DHN-HISP1-00003). This must be illustrated in the detailed submission. (The tenant will be responsible for any damage to the glass.)
- The advertisement of specific brand products within the store is not permitted unless agreed by exception with London St. Pancras Highspeed.
- Where a seating licence has been granted there shall be no advertising or signage placed on the tables, chairs or other furniture.



### **CHRISTMAS**

Every year London St. Pancras Highspeed strives to bring a festive feel into the station. We like to do this by bringing a sense of wonder and encourage tenants to take part by designing a window that reflects the magic of Christmas and for it to be creative, inviting and engaging whilst complementing the architecture and character of St. Pancras International.

#### **KEY PRINCIPLES**

- The purpose is to bring focus on an attractive and creative seasonal window display that complements the station's architecture and showcases the brand's creativity.
- Retailers are also encouraged to let the seasonal products and festive packaging tell the story within their store, to be creative and not make excessive use of standard Christmas decorations, garlands and baubles on display shelves.

#### **PARAMETERS**

- The station 'Christmas tree' is launched on the 12th November, the day after Remembrance Day and is taken down around the 4th January. Tenants' 'Christmas Window' can be installed ahead of that, and dates will be agreed individually with each brand.
- The Station has a specific colour scheme chosen every year for its Christmas decoration, and a calendar of special events that will be shared with tenants.
- For retailers, a special installation that completely transforms a section of the shopfront to create a 'Christmas Window' is encouraged but we also welcome smaller interventions. Early consultation is recommended, aiming for a submission six weeks before the desired installation date, as the brand's standard scheme might need adapting to the context of the station.
- The design of the 'Christmas Window' in terms of bulk and size must complement the architecture.
- Displays must primarily retain visibility through and into the unit although an element of solid backing will be permitted for the 'Christmas Window' only.
- Retailers can introduce lightweight hanging displays within the 'Christmas Window'. There is a specific methodology for suspending items from

the landlord ceiling in the Arcade. See drawings WD001C and WD002B in the Appendices. For other locations, the hanging methodology must be submitted to NR(HS) and London St. Pancras Highspeed for review. Discreet fishing wire or similar is to be used.

- In some situations it will be appropriate and recommended to introduce a plinth to delineate the area.
- The 'Christmas Window' is not to be used for excessive display of promotional and sales messages, or for adding additional brand signage.
- 'Neon' lighting is not permitted. Static lighting may be introduced if cables are contained and hidden and trip hazards are not created (Refer to section on lighting for parameters).
- Any audio element cannot bleed into the concourse and must be connected to the PA/VA.
- Vinyl is not permitted on the glazing.
- The safety/security rules applicable to the station are still valid apply. All props are to be Euroclass B and Crib 5 fire rated.
- Pedestrian circulation including wheelchair access must be preserved.















#### F&B

- F&B are invited to propose the installation of a good quality artificial Christmas tree subject to not impeding traffic flow and meeting safety regulations, incl. fire safety requirement, cables are to be contained and hidden, no trip hazard, tree must be stable and fire proof.
- Any lights must be maximum 3000K warm white and static.

#### THE ARCADE

- The landlord terrazzo strips must remain clear.
- The fixing methodology for Christmas hanging is illustrated in the Appendices.
- On the Western side of the Arcade (units 1 to 14), the 'Christmas Window' must be centred on the arch.
- On the Eastern side (units 33 to 52): the 'Christmas Window' will be centred between two cast iron columns.
- Some units within the Arcade have a slightly different set-up. These tenants are invited to approach their Trading Manager who will coordinate a response from London St. Pancras Highspeed to inform the development of a detailed proposal.

#### THE CIRCLE

- Those with a glass frontage will need to design the display to complement the architecture of the window.
- Those with an open frontage will need to approach their Trading Manager who will coordinate a response from London St. Pancras Highspeed to inform the development of a detailed proposal.

#### THE GRAND TERRACE

- F&B units will be permitted a small Christmas tree in their seating area on the Grand Terrace. These must comply with the requirements for F&B stated above.
- Other units will be permitted a Christmas installation within their unit. The dressing of windows with 'imitation snow', vinyls or any other prop is not permitted.



### **CONSTRUCTION VINYL & HOARDING**

#### **KEY PRINCIPLES**

- The tenant must apply a vinyl to the shopfront or hoarding when works are taking place.
- The artwork must focus on lifestyle imagery.
   The only text permitted is the brand name. In exceptional circumstances additional marketing text or call out might be agreed if this is very limited, is demonstrated to be part of the brand's identity, is specific to St. Pancras International, and it does not detract from the character of the station.
- No web address, reference to other stores or recruitment advertisement permitted.
- Outside of construction period, if a vinyl or hoarding is required while emergency works to replace broken glass are underway and the unit remains open to trading, the artwork will need to be purely generic lifestyle and cannot constitute advertising. The proposed artwork must be submitted to London St. Pancras Highspeed for review and non-objection thereof. Branding will therefore not be permitted.
- Installation and removal of vinyl and hoarding must be done outside of trading hours.
- All agreed hoardings will include safety and security in its design. Refer to the Appendix of the <u>London St. Pancras Highspeed Guide: NR(HS)</u> Technical Standards.

#### **PARAMETERS**

#### The Arcade:

- Vinyl rather than hoarding must generally be used in the Arcade. The artwork must cover the full height and width of the shopfront glazing unless two units are being fitted out concurrently, in which case, the vinyl will need to have a 150mm white border to avoid one artwork abutting another. The vinyl is applied externally.
- The side glass partitions must be entirely covered with frosted vinyl applied internally.
- The contractor might need to organise for the 'St. Pancras International' manifestation (see drawing 100-DHS-HISP1-00013 in the Appendices) to be reapplied over the whole glass frontage if some are damaged when the vinyl has been taken down. Brand's own manifestation is not permitted.
- Unless a safety need has been demonstrated, hoarding will be strongly resisted in the Arcade given the harmful impact on the long views. This will be reviewed on a case by case basis.

# If a hoarding has been permitted, the following parameters must be followed:

• The hoarding must be finished in a uniform flat colour on all three sides (brand colour or station pastel blue (RAL 5024)).

- The glazing behind must have a vinyl applied to the full height of the glazing in the same background colour as the hoarding, because the hoarding will finish short of the glazing and views into the unit will otherwise be possible from the Grand Terrace.
- In terms of graphic, a branded strip can be created on the front face of the hoarding only (not the sides). This must be maximum 1m in height (from 1m from FFL up to 2m).
- If two adjacent units have hoardings concurrently, a 150mm white boarder must be provided on the side edge.
- The exception to the above will be for any construction works taking place within the concourse of the Arcade. In such circumstances, early discussion must take place to agree on the footprint and construction methodology to minimise disruption on pedestrian flow and security risks. Artwork and branding will need to be subdued and limited.



#### THE GRAND TERRACE

- A hoarding rather than vinyl is required. This can be on the slate border only. Vinyl is not permitted on the door and window' glazing.
- A plan and section must be submitted including proposed material and method of restraint, and an elevation of the artwork set within the proposed hoarding.
- Hoarding must be built independently from the station fabric and supported internally only.
- Hoarding to have a 150x25mm skirting and 50x8mm cover strips to all joints.
- It must be painted deep Indian red (BS438C this can be obtained from Dulux 'Archive').
- Tenant artwork is permitted in a 1m high horizontal band centrally positioned in the elevation and over the full length. The artwork cannot be full height.
- Door to open inward and have a coded lock.
- Slate, timber doors and masonry details must be protected from potential damage.

#### THE CIRCLE & DOMESTIC CONCOURSE

- Hoarding is permitted for units devoid of a glass frontage. This should be set in-line with the demise line.
- Any shopfront glazing must be covered with a vinyl if not enclosed within a hoarding.
- A plan and section must be submitted including proposed material and construction methodology.
- Hoarding must be built independently from the station fabric.
- The artwork submitted must cover the full height and width of the shopfront glazing unless two units are being fitted out concurrently, in which case, the vinyl will need to have a 150mm white border to avoid one artwork abutting another.

### **INTERNATIONAL DEPARTURES & ZONE 6**

- Hoarding is permitted for units along the north elevation of the lounge. These should be set within the slate border and be self-supported.
- For freestanding retail units, a solid self-supported hoarding c.1m larger than the demised area is usually permitted.
- Artwork design to be agreed and applied full height.

#### PANCRAS ROAD

- In the modern extension, a hoarding can be permitted but early discussion must take place. Footprint, artwork size and content might need external permission from stakeholders. Alternatively, vinyl can be applied. In both situations the graphic content will need to be agreed and considered in relation to advertisement regulation.
- In the historic parts of the building, frosted vinyl would be expected on the glazing. If graphic content is proposed, this will need to be agreed and considered in relation to advertisement regulations and configuration of the fenestration.

### MIDLAND ROAD

- In the modern extension, a vinyl will be expected given the restricted width of the pavement.
- Within the main shed, vinyl would be expected on glazing where present.
- The graphic content will need to be agreed and considered in relation to advertisement regulations.



### LIGHTING

#### **KEY PRINCIPLES**

- A large part of the station benefits from natural light that creates different lighting conditions throughout the day and the year.
- Overall, the lighting lux level must fit within a set range and the colour temperature must be consistent across the station.
- Tenants are encouraged to submit inventive and original lighting fixtures that complement the architectural features of the station and support their concept.
- Lighting must be used primarily to allow the successful illumination of products and to create an atmosphere.

- Differentiate between the atmosphere and feature lighting. Most light fittings should be discreet, but some can be used to make a statement and create a focal point.
- All lamps within the unit must be white and maximum 3000 Kelvin, as warm light complements best the materials used in the station and the character of the space.
- Colour Rendering Index must be between 85-95.

- Generally, lighting to units should range between 600 to 1000 Lux (maintained average) at 1 metre above finished floor level. (Maintained average lux level analysis must be submitted at detailed design).
- It is recommended that some of the lighting is dimmable and lockable at a specific level.
- The minimum window lighting level during trading hours is 1000 lux.
- Lighting in shopfront signage above the entrance must be LED colour warmth 4500K in the Arcade and 4000K in the Circle.
- The lighting scheme should include a careful balance of ambient lighting and display spot lighting which is typically LED.
- Design and support for lighting track should be carefully detailed and agreed as part of the lighting design at Detailed Design stage.
- Lighting must be glare-free and must be contained within the tenant's demise with minimum spillage into the circulation areas.
- The lighting shall provide even illumination.
   The reflection of light onto a reflective surface must be designed-out. The luminance of both
   luminaries and surfaces shall be limited to control

- contrast and discomfort glare as recommended by the Society of Light and Lighting (SLL) Code for Lighting.
- LED must have opaque diffusers to avoid individual nodes being visible. LED tapes must be concealed from view.
- All lighting shall be energy efficient to reduce energy consumption and comply with Part L of the Building Regulations, British Standards on Lighting in the Workplace and Display Lighting.
- 'Neon' signs are not permitted, nor are strobe or pulsating lighting. Projected patterns or logos onto the concourse or glazing or other wall finishes are not allowed.
- Fluorescent display light fittings will not be allowed, other than in exceptional circumstances.
- Harsh shadows should be avoided by limiting diversity of luminance at floor level.

















### **BACKLIT & INTERNALLY ILLUMINATED GRAPHIC DISPLAYS**

Illuminated graphic displays such as lightboxes and digital technologies (i.e. digital screens) are used to complement and enhance the offer, to support lifestyle imagery, provide 'storytelling', services, and experience.

These can be a successful means to communicate with customers and with the use of digital screens, also allows to change content seamlessly and remotely. This can be a cost-effective solution, that can animate the display, keep it current and engaging. Yet, inappropriately used these can also be overbearing and confusing.

The use of lightboxes and digital screens must be considered within the setting of the Grade I listed building and are permitted in specific circumstances only. All proposals must be discussed with London St. Pancras Highspeed at concept stage.

#### **KEY PRINCIPLES**

- Internally illuminated and back-lit visuals can impact on the special character of St. Pancras International as these are an additional source of light that might imbalance the historic atmosphere which has been preserved, and the particular retail environment that complements it.
- Within the Arcade and the Grand Terrace in particular, the station benefits from natural light from the iconic large glass roof that gives different light quality throughout the day and from day-to-day, while in the evening, downlighters provide a warm glow that compliments the station's fabric. The retail lighting scheme including lightboxes and digital screens must complement this ambient lighting.
- Measures and criteria have been agreed to minimise the harmful impact and preserve the special character and these are stated herewith.
- Illuminated displays where visible from public concourse will be permitted in the Arcade, the Circle and the domestic concourse. These will not be permitted on the Grand Terrace where visible from public spaces, or in any location where visible from street elevations and against the exceptionally significant architecture of the Grade I listed building.
- The tenant must submit a justification that demonstrates that the medium chosen offers a complementary public benefit that could not

be provided by any other means less harmful to the special character of the listed building. This judgement will be exercised by London St. Pancras Highspeed specialists and heritage stakeholders when applicable. This is to control the cumulative impact.

- Existing lightboxes and screens will not be used as precedent.
- The proposal must complement and be integral to rather than dominate the unit's design and the offer. The proposal will be considered within the wider context.
- These cannot be used to attract undue attention to the illuminated graphic disproportionally to the overall display, products or the offer, and their impact must therefore be balanced against the design and lighting of the unit fit-out as well as that of the station. The impact on long sightlines will be assessed when reviewing the proposal.
- The shopfront display must be engaging and balanced in relation to the display within the unit.
   Visibility into the store cannot be compromised.
- The provision of lightboxes, digital screens cannot adversely affect London St. Pancras Highspeed's environmental and sustainability targets.



#### **PARAMETERS**

- Neither screen nor lightbox can be set so that
  it stands prominently against the architecture
  and impact on its appreciation. As a result, in the
  Arcade these cannot be set against the brick piers
  or just inside the barrel of the brick arches, nor
  against the cast-iron columns.
- If the proposal meets the principles and parameters stated herewith, a screen or lightbox may be incorporated within the window display in the Arcade and the Circle only, but not in the Grand Terrace or in street elevations. This will be balanced against any proposal for a lightbox or digital screen elsewhere within the store where these would be visible conjointly.
- In discussion, and only for those brands that either have a particularly large window display or an exceptional need due to the nature of their product, one additional screen might be permitted in the window bringing the maximum to two.
- Any screen or lightbox, wherever visible from the public concourse, must be carefully integrated physically within the display fixtures or be framed. The size must be proportionate to the display, balanced against the overall fit-out, and appropriate to the purpose. Cable connections and external paraphernalia that might be required must be concealed from view.

### Where visible from the public concourse, these can be used for:

- Lifestyle graphic
- To support financial transactions (remote ordering),
- · Changing menus,
- · Interactively engaging with customers,
- To display detailed imagery of small products (e.g. jewellery).

#### They cannot be used for:

- · Secondary signage,
- Promotional/discount messaging,
- Retail advertisement purposes,
- Third party brand messages,
- For the sole purpose to display social media, campaign messaging.
- Any text must be subservient to the image, unless it is to be used: as a menu board, to enable transactions or for health & safety messages (e.g. list of allergens/product recall).

- Screens/lightboxes must be turned off outside of trading hours, unless they form part of the shopfront display, in which case these must be turned off between midnight and 5am.
- The luminosity must be adjustable to the ambient light and the content (see specifications).
- Glare and reflection must be designed-out, ensuring that the image from the screen/ lightboxes is not reflected off an adjacent surface. Should the installation create any visual disturbance, this will need to be addressed as a matter of priority.



### **LIGHTBOXES**

#### **KEY PRINCIPLES**

 'Lightboxes' are internally illuminated boxes or backlit printed graphic using a source of light (usually LEDs) behind a printed graphic. These require the graphic to be physically replaced.

### **SPECIFICATION**

- Graphics must be printed on fabric. This allows for a warm and soft appearance and negates the issue of reflections from external light sources as the material absorbs the light. Materials other than fabric will be considered but might require further consultation.
- Dimmable LEDs are required as this enables the lighting condition to be easily adapted to the image tones and ambient lighting conditions.
- LEDs must be located around the side edge of the images as it provides more even light diffusion; these must be warm white (maximum 3000K).
- Construction details of the 'box' make-up (including a section through identifying the materials) must be submitted at detailed design. This should be designed to be integrated within the display.

### **DIGITAL SCREENS**

### **KEY PRINCIPLES**

- Digital screens are the hardware that enables the display of digital content using LCD/LED technologies. In this context, it consists of flat screens as in TV and tablets.
- The quality of the output will be driven by the content and software and will be influenced by the micro-location and ambient light level(s). The brand will need to engage with a digital signage specialist to ensure that the hardware and software chosen will deliver an image quality that will complement the station's environment and meet London St. Pancras Highspeed and the brand's expectations. A brand's standard choice of screen might not be appropriate to St. Pancras International and the brand will need to organise for a survey to be undertaken to understand the setting and potentially for an initial test to be carried out on-site.

### **PARAMETERS**

 Although digital screens can support moving content and sound, this is permitted if visible and audible within the inside of the demise only and not from the public concourse, even if reflected through adjacent surfaces. Elsewhere the content must be static (moving, flickering images are not permitted).

- The content can be changed up to three times a day, to suit menu changes for instance but cannot be set on a rotating carousel.
- The impact of moving content within the retail environment is considered too great and unacceptable within the setting of St. Pancras International and will be refused.
- If using a screen for e-commerce (such as ordering screens, to look through catalogue content and to engage interactively with customers on a one-to-one), the default setting when not in use by a customer or member of staff must be still content and dimmed lighting level. These must be set away from the shopfront window, with the location proposed considered against the customer journey.



#### **SPECIFICATION**

- Subject to the proposed location and size
   of the screen, the screen will need to be Full
   High Definition as a minimum but in some
   circumstances it will need to support Ultra High
   Definition resolution, enabling upscaling of low resolution images and supporting a wide spectrum
   of colours (Colour gamut of above 90%) to ensure
   high-quality images.
- The brightness spectrum will need to be adapted to the proposed location for the screen. Where the screen is subject to natural light exposure, a screen with adjustable brightness setting of between 1000 and 3000 nits (or cd/m²) might be required, while in other locations such as in the Circle and within the depth of units away from natural light, maximum 500 nits (or cd/m²) might be the maximum permitted. Hence the requirement for site survey and trial.
- The screens should also support active back-light function (PWM, Pulse with Modulation).
- As a minimum, a manually adjustable brightness setting will be required but, in some instances, an ambient light sensor that allows for automatic adjustment to station ambient light level will be required. This will also increase back-light lifetime and is therefore more sustainable. The location of the sensor must be agreed, and any cabling will need to be concealed from view.

#### DIGITAL SCREENS FOR FOOD & BEVERAGE RETAILERS

- It is recognised that F&B retailers might, in some circumstances, have needs for additional screens.
   These will need to meet the parameters stated above but with the following exceptions:
- Within the store, only those brands that have a specific need for more than one screen will be allowed them (e.g. menus). Subject to justification and agreement.
- If several adjoining screens must be used to display menus, these will need to have a gap of at least 50mm in between screen frame to break the monolithic appearance of a row of screens. The number will be dictated by the need based on the content, and the proportion in relation to the space and fit-out design.
- If the number of screens required to display a
  justifiable amount of information can be reduced
  by using a carousel of images, the image transition
  will need to be faded and the duration of the each
  image display will be set in agreement with London
  St. Pancras Highspeed subject to the content and
  proposed location.
- Train information display screens, where permitted must be portrait and cannot be located within the front of the unit. These are usually provided for F&B units where a longer dwell time can be expected.

- Take-away and promotional messaging cannot be displayed via the means of a digital screen in the shopfront window.
- Food ordering screens can, if justified as being the best location to serve customers, be used within the shopfront area, facing into the unit, away from the terrazzo strip and not against the face of the brick arches to minimise the visual impact. The number proposed must be the minimum required to support the need, while ensuring these do not impede customer flow.
- Self-serving till screens must be positioned to minimise the visual impact and be most efficient for customer flow. Screens must be dimmed and on a still setting when not in use. Any proposed signage, inbuilt beacon light and impulse merchandising must be included in the submission and must be kept to a minimum to preserve visibility through and avoid clutter.



### **SIGNAGE**

#### **KEY PRINCIPLES**

- Parameters have been developed for the retail unit signage across the station to ensure a consistency of design befitting of the station's appearance. The tenant will have to amend their signage accordingly.
- Signage to the external face of a retail unit can only be installed above doors with only a very few exceptions where this is not possible.

# PARAMETERS FOR THE ARCADE, CIRCLE, PANCRAS ROAD, MIDLAND ROAD & INTERNATIONAL DEPARTURE CONCOURSE

- Signage consists of the registered trade name only without the addition of any logo or slogan.
- Refer to the relevant drawing appropriate for the location in the Appendices.
- Individual letters must be fitted to a stainless steel channel with matching end caps and this must be fitted flush to the signage bar carried to the full width of the same. Extra care must be taken to ensure the letters are properly fitted and are levelled.
- Stainless steel must be 18g, grade 316, satin/brushed.
- Each individual letter must be constructed of brushed stainless steel with opal acrylic faces to the letter fixed flush to edge.

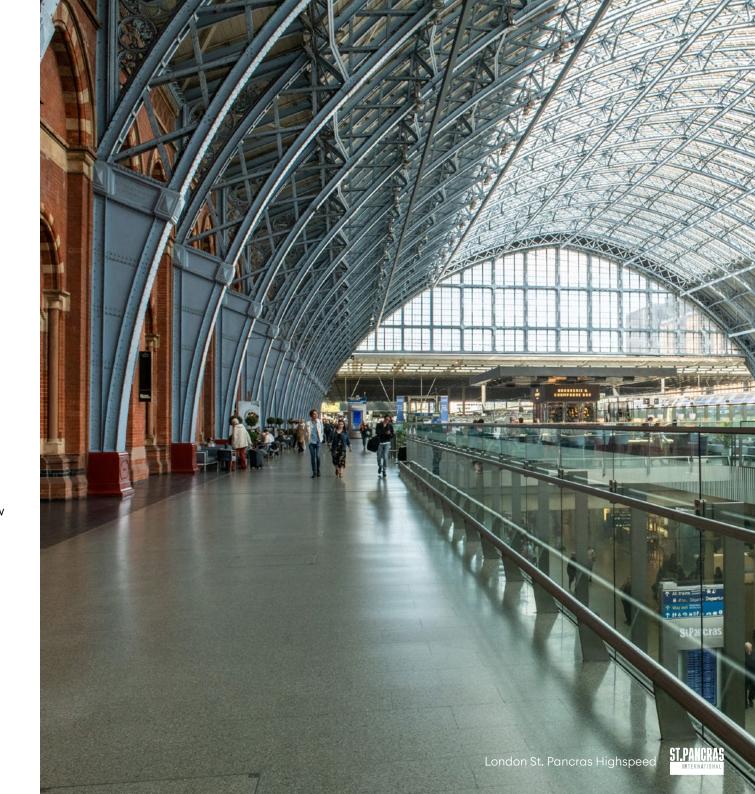
- Letters may be of the corporate typography.
- Letters are either 80mm deep internally illuminated or 40mm if resin bound LED.
- In the Arcade, the maximum signage width is dictated by the door width and is set at 1500mm.
   There is a maximum height set for both the Circle and the Arcade, which relates to original architectural elements.
- LEDs must be white 4500K in the Arcade and white 4000K in the Circle and applied to avoid hot spots.
- The tenant might be requested to re-lamp the signage above the door when doing a re-fit.
- All screw heads must be stainless steel allen-key fixings.
- In the Arcade, the power to the tenant sign is from the floor through the stainless steel channel to the rear of the glazing fin by the door. The tenant is responsible for connecting it from the distribution board to the sign.
- The signage must be turned off by the tenant outside of trading hours.
- Signage on Midland Road is suspended internally, from the tenant ceiling, by means of two vertical stainless steel bars. (see drawing 100-DHS-HISP1-00015 in the Appendices).

- Signage in the Circle is suspended from the landlord ceiling, in front of the fascia, by means of two vertical stainless steel bars with exception to units 26, 27a and 27b. These units must allow for their signage to be displayed on the back wall.
- Signage for Units 39 on Pancras Rd is illustrated on drawing 100-DHS-HISP1-00016.
- Signage for unit 23 on Pancras Road follows the same principle but has been adapted to the architectural treatment of the fenestration. (see drawing 100-DHN-HISP1-00001 in the Appendices.)
- Signage for units 28a and 28b follows the same principle as the signage for the Arcade, with letters fixed back to a stainless steel bar, but it has been modified to suit the location. (see drawing 100-DHC-HISP1-00001 in the Appendices).
- In the absence of a glass frontage, the signage for the florist (unit 22b) does not follow the principle of stainless steel letters.
- Signage at Kiosk A within the Arcade concourse is also using the principle of individually cut-out letters.



### PARAMETERS FOR THE GRAND TERRACE

- Where there is a fixed single pane of glass above the doors, individual tenant branding is applied by the means of reverse applied vinyl lettering to mimic the appearance of frosted glass. (See drawing 100-DHS-HISP1-00009).
- If a bulkhead is present (units 55-57b), signage is instead applied to the bulkhead as illustrated on drawing 100-DHS-HISP1-00010.
- Signage flags are provided by the landlord along the elevation. Those that could be illuminated have had electrics supplied to them. Those that are not internally illuminated cannot have electrical feed provided. Designer to refer to drawing 100-DHS-HISP1-00007 for vinyl application required.
- Units 62 (champagne bar) and 63 (coffee unit) follow the same principle of individual letters internally illuminated but adapted to suit the location.















### **SEATING**

#### **KEY PRINCIPLES**

- To preserve the station's character, where an external seating licence has been granted, specific design requirements for St. Pancras International have been set and must be complied with, without exception. This to avoid visual clutter.
- Seating will only be permitted in specific locations and to support F&B use where found not to impact on the views and the pedestrian circulation.

- In the Arcade, the Circle and on Pancras Road it consists of Juno Chair by James Irving for Arper.
   The colours to be used are anthracite, black and/ or sand. All chairs are to be un-upholstered but can be open or closed back, with or without arm rests. Tables are to be stainless steel topped with steel centre support Pedrali Ypsilon 4790 & 4709T.
- Furniture to be moved into the unit when not trading.
- The tables must be kept free of any items such as but not limited to menu, table 'cloth' or matt, potted plants, condiments, and utensils.

- On The Grand Terrace, it must be Café style table and chairs: seating dark wood 'Thonet' chairs.
   Tables should be dark wood top with black metal central support, with exception of Searcys and the units along the south/clock elevation (see specific area section). The parameters for these other units will be discussed with the tenant at concept stage.
- If tables and individual seating are considered behind the glass shopfront, the table can be built to fit within the recess of the glass fins, if the table depth with upstand is no higher than 150mm to provide a lightweight structure in appearance and there is a 50mm gap minimum provided between the table and the glass to allow for the cleaning of the glass. This is the only circumstance where an intervention is permitted within the depth of the glass fins. The purpose is to activate the window with customers facing out onto the concourse. Solid bench-like seating backing onto the concourse will not be permitted. If round or deeper tables are favoured, these must be set behind the terrazzo to avoid potential damage to the glass.
- Canvas barriers and parasols to a specific design are permitted for some units on The Grand Terrace only. See the section on specific areas: The Grand Terrace, for detailed parameters.



### 3.3 AREA SPECIFIC

- THE ARCADE
- THE DOMESTIC CONCOURSE
- THE CIRCLE
- THE GRAND TERRACE
- INTERNATIONAL DEPARTURES & ARRIVALS
- PANCRAS ROAD
- MIDLAND ROAD
- OTHER AREAS



Even though the design principles must generally apply to the station as a whole, a different level of significance applies to different parts and there is scope for some adaptations to complement the distinctive local character while preserving the overall look and feel.

This section must be read in conjunction with the preceding generic design principles and parameters.



### THE ARCADE

This area successfully combines the modern intervention with the historic fabric and integrates carefully the retail environment with the railway function.

#### **KEY PRINCIPLES**

- Lightwells have been cut through the platform deck to increase and improve pedestrian circulation by housing core infrastructure (including stairs, lifts, escalators and seats) along a central axis in the centre of the lightwells, and to bring natural light into the former storage space in the undercroft.
- The objective within The Arcade at St. Pancras is to preserve visual connection and reveal the rhythm and material qualities of the arches and columns.
- The station was originally built with a dominant rectilinear expression marked by the roof trusses.
   This is applied to the modern idiom of the lightwells, the glazing and ceiling tiles and terrazzo.
- The cast iron columns are set at 4470mm apart and these were set on a square pattern (still visible in the international concourse).
- The retail shopfront is made of glass and set back behind the row of retained columns so that the eye can focus foremost on the original station structure in the long views.

- The modern architectural elements used for the landlord ceilings and the terrazzo floor continue into the unit to avoid hard boundaries between the two functions.
- The concourse terrazzo runs past the demise line and into the unit by 300mm. The intention here is to form an overlap and impression that the glazed shop fronts slot neatly into the terrazzo, dissolving the hard edge typically common on the landlord/tenant boundary. The band of terrazzo also continues within the units where there are areas of sensitive historic fabric, creating a 150mm buffer and protection zone for the original building materials. The interface between these areas and the historic fabric must be carefully considered.

- One or two narrow and high displays to a maximum height of 1800mm, to punctuate and animate the window would be permitted if these do not obstruct the views and as long as these only occupy up to 20% of the display, and with one single item no larger than 1m in width. These are instead of and not in addition to mannequins.
- In some limited circumstances, 'accent' illumination
  of small products in the shop front window may be
  permitted. This will be assessed by considering the
  benefit of this additional illumination against the
  impact of this element on the wider context and
  on the adjacent units' illumination. It is important
  to retain a consistent overall level of illumination
  throughout the shopfront to avoid pools of light

- and dark from one store to the other, hence the installation of iGuzzini light fittings throughout. Please refer to the lighting section in the Technical part and to each area guidance.
- Ironmongery to glazed unit fronts is provided by the landlord. Replacement of fittings or the installation of additional fittings will not be permitted. Existing fittings cannot to be used for merchandising, signage or other display.
- Along the Arcade the track fittings are (Halogen) iGuzzini Le Perroquet White (01). These can be replaced for LED of the same model by the tenant, at their cost. Lamps must be white, 70W, 3000K, G12. The number of light fitting and the average luminance in the shopfront will be controlled to maintain a consistent level of lighting within the Arcade.
- The tenants are not permitted to install their own light fitting design in the landlord ceiling.
- Over-door signage must be lit with white 4500K LEDs. The design for the signage is standard (see signage section).



### THE ARCADE WESTERN SIDE

The brick arches on the western side and the remaining columns are carefully expressed and create a strong linear focus. This enables the structure and its history to be read, understood and appreciated.

- In no circumstances can anything be fixed into or supported by the historic brickwork. Nor can anything be fixed into the terrazzo. Detail drawings showing those interfaces must be provided at 1:10 or 1:20. The terrazzo continues along the brickwork. The glazing on the western side creates a deep shopfront area all the way to the Arcade of brick arches to allow visitors to appreciate uninterrupted views of these. Combined with the landlord 'eyebrow ceiling', this creates a very different shopfront environment to most retail set-up as there is no strong portal effect framing the windows and displays are visible from all sides. This has also informed the lighting strategy that has been developed to provide consistency from one unit onto the other within the shopfront area.
- Merchandising along glazed partitions marking the subdivision with the adjacent unit must not exceed 1500mm and fixtures adjacent to front face brickwork should not exceed 1800mm.
   Display fixtures must be set back by 100mm from the edges of the brickwork piers to express the corners. (see drawing 100-DHS-HISP1-00002 and 100-DHS-HISP1-00004).

- Within the Arcade the tenants can, in some locations, restrain the head of their wall units to the approved wall-restraint detail.
- The shopfront zone is considered to be the area from the glass frontage to the brick arch faces. In some units of shallow depth, much internal floor space falls within the definition of shop front and thus the fit-out design is of crucial importance to preserve the architectural quality.
- If the cash desk is positioned against the side glass partition, views onto the back of the desk from the concourse and the adjacent unit must be carefully considered.
- Track lighting in the Arcade is to be fixed at the front and centre of the arch to the uni-strut above the landlord ceiling, to align with the face and only protruding marginally beyond to allow for the fixing, but no more than required. At the rear it is, in most circumstances, to be fixed to the tenant ceiling and in no circumstances can these be fixed to the sprinkler main or into the brickwork. The lighting track should primarily support light fittings and other services will only be permitted if these are required and cannot be integrated elsewhere. See indicative drawings 100-DHS-HISP1-00034 and 100-DHS-HISP1-00035 and tenant to illustrate accordingly.

- Tenants may not fit overpowering lighting in the arch zone that will detract from the overall colonnade effect. Tenants can have downlighters integrated within the display unit. Uplighters must provide a soft and symmetrically balanced illumination of the arches within the store and the LEDs cannot be visible above the units (including from the Grand Terrace down into the unit).
- To avoid wide lighting tracks, other electrical equipment such as PA/VA and CCTV should not be located on the lighting track and will only be accepted in exceptional circumstances. Tenant to provide specifications including width dimension of the lighting track and provide specification for all fixings to the lighting track.
- A decorative grill that forms part of the landlord station asset is present within the barrel of the arch in most units and must be retained in-situ and not be interfered with when present.
- Most units will have a drainage pipe running vertically within the back of the brick pier. This must remain accessible for maintenance and the tenant should consider a means to obscure it from view if incorporated within their front of house, and this without fixing into the brickwork.



### THE ARCADE EASTERN SIDE

To a lesser depth than the west side, most units have solid partitions with shallow glass fin separating the units. This provides some element of consistency. Combined with the landlord ceiling bulkhead grill that uses a standard lighting scheme across all units, it creates a defined shopfront zone.

These units are shallow and very open, with most being wider than they are deep creating a long shopfront. They often retain an original cast iron column.

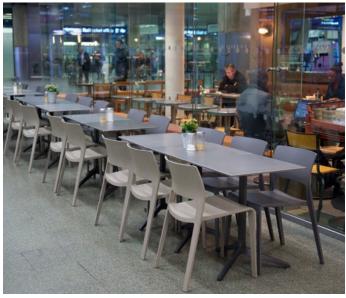
### **KEY PRINCIPLES**

- The design must consider the various layers of depth into the store, a strong background as well as an interesting window tends to work well.
- These stores tend to be visible from the Grand Terrace and so views down into the store must also be considered.
- The lighting must be carefully designed to avoid too much variation (see section on lighting).

- If a column is present within the FOH, this must be integrated within the design and not concealed. Those along the side wall will be encased. Furniture cannot wrap around to the front of the column, interrupting the view. A stainless steel ring, 35mm in width must be provided at floor level around the cast iron column creating a buffer with the tenant floor. (drawing 100-DHX-HISP1-00004) The ceiling height will need to be carefully aligned in relation to the bulkhead grill and the column brackets.
- When considering display units for the side walls, these should be opened to address the shopfront window as well as the inside of the unit to avoid a dead frontage into the window. Heavy and enclosed units will be discouraged in that location for the aforementioned reason and because it creates an unsatisfactory junction with the grill bulkhead.
- All units and displays along the side walls must be a maximum of 2400mm high providing a consistent maximum datum level.
- Units within the floor of the shop must be a maximum 1500mm to retain views through and for security reasons.













### THE DOMESTIC CONCOURSE

The Domestic concourse was designed as a transition zone between the Arcade and the Circle, creating a direct connection and visual link between Pancras and Midland Road, and allowing views towards the historic station.

It is characterised by a strong linear design punctuated by heavy concrete columns along its edges and a concrete ceiling with infill panels that is inspired by the grid pattern that prevails in the main original station.

The concrete deck stops short of the street glass elevations to allow views of the platform level above and to express the historic fabric. This is primarily a functional space for pedestrian circulation and acts as a major interchange between different parts of the station.

- Units 28a and b are stand-alone units. These were originally shallower as is apparent from the change in the treatment of the ceiling within the unit.
- Due to the presence of the station information and digital boards above units 28a and b, the signage design has been adapted to suit this unit while reflecting that used elsewhere.
- Given the current use akin to market stall, some trading within specific parameters has been agreed out into the concourse. This is specific to this use. Otherwise, no trading is permitted into this functional main artery.
- The ticket offices are also of a different design to suit the different function with a different type of ceiling lights and door system. Should the use change, early consultation will be required.
- The concourse is a very busy and functional thoroughfare and any commercial intervention within this space will be resisted.



### THE CIRCLE

The materials used in the major extension project at the turn of the century are present in the Circle: concrete columns, glass and steel.

The ceiling is lower and made of bespoke dark open metal grill panels with lighting tiles that convey a more intimate atmosphere in contrast to the main part of the station. The choice of material and colour complements the station's architecture.

The design approach makes use of a sweeping arc or crescent that moves people around the open frontages.

Around the centre core there are a few units that do not benefit from full height glass enclosure and are therefore addressed slightly differently in terms of signage.

- Units 16a and 16b were previously part of the ticket office and have retained sliding doors. These units also have a landlord ceiling bulkhead (drawing 100-DHC-HISP1-00002).
- For all units along the periphery and for unit 26a, signage is consistent to that of the Arcade, albeit using 4000K LEDs. Shopfront display can be up to 1300mm, middle shop floor displays up to 1500mm.
- Units 26, 27a and 27b are treated differently given these do not benefit from a full height glass enclosure. Still, there is a clear demarcation line between the retail function and pedestrian circulation space. Signage for these must be located on the rear wall. Views across must be preserved with solid furniture maximum height set at 1300mm. A strong visual uniform datum level will be strongly encouraged. Terrazzo floor must be retained and protected from potential damage. Any lighting would need to be integrated within the furniture and be floor fed, considering cable containment routes in the absence of a tenant floor.



### THE GRAND TERRACE

The Grand Terrace is an exceptionally significant part of the station with its soaring iron and glass roof and carefully detailed and crafted elevations. The colour palette is distinctive and the quality of workmanship in the brickwork, ironwork, stonework and mosaic tile is exceptional.

The quality of this space has been passed down generations untouched and must be preserved for today's and future generations to appreciate. The modern intervention has been designed to be subservient and not detract from the special character of this area.

The impact of any proposal will be carefully assessed against the appreciation of this architecture and therefore any potential impact on the long views will be particularly important, while the fabric will be protected against any potential damage.

#### **PARAMETERS**

- Units on the western elevation (55-61C) with the exception to unit 58 (Searcys) can only have the seating specified in the 'seating' section. No deviation will be permitted. These must fit within the licensed area and cannot stray outside of the slate border.
- One A Board to the approved design illustrated on drawing 100-DHS-HISP1-00021 in the Appendices is permitted per tenant in this location.
- Vegetation will be resisted as it affects the functional character of St. Pancras. In some limited circumstances, low level individual potted plants that do not stand above sill or counter level and impact on long views might be permitted. These can only sporadically be used, to not dominate the views. Such planting cannot damage the station flooring through watering and any security issues will also be considered when assessing the proposal.

Units below the clock elevation on Euston Road and unit 58 are permitted their own furniture as long as these:

 Only consist of tables and chairs (not statues or other decorative elements), and maximum one 'maître d' station is permitted, subject to its design.

- Are of a colour and tone that must complement, rather than compete with the colour palette of the station.
- Furniture must stand below the lowest level of the window sills (c.860mm 1000mm in height.).
- Uses natural materials or suitable high-quality recycled alternative (while meeting fire safety requirements).
- Are formed of individual rather than large monolithic elements.
- Are separated from the masonry by the depth of the slate border where applicable. If agreed otherwise such as for unit 58, the furniture might need adapting to ensure there is no risk of damage to the masonry.
- Do not obstruct door openings and circulation flow.
- Do not interfere with maintenance and emergency works to the station fabric including the glazed screen above (i.e. all items must be easily moved by contractors at short notice if required).



- Parasols are permitted for units 53 and 54, as well as the hotel café on the south elevation of the train shed (drawings 100-DHS-HISPI-00011 and 100-DHS-HISPI-00012). These are to be used to contain lighting and heating. Heating must be longwave black infrared concealed within the parasol.
- Canvas barriers are the permitted means of enclosure for the external seating area of the units on the south elevation of the trainshed. It must be Gris 6088 and max 900mm in height to create a clear delineation with the circulation space for licencing purposes, to group visually the terrace seating area and reduce clutter.
- Canvas barriers to the depth of the slate, are permitted for unit 61C as it benefits from an extended licensed area that extends beyond its unit frontage and along a blank wall that is towards the northern end of the shed. The use of these two canvas barriers provides a clear delineation on the southern and northern end of this specific unit seating area and is therefore exceptionally permitted. Canvas barriers must be 900mm in height maximum, adjusted according to the sill height, and must be gris (6088) with white text.
- Parasols and barriers are not allowed for other units.















#### **INTERNATIONAL DEPARTURES & ARRIVALS**

The international departure is characterised by its open space that allows appreciation of the tight original grid pattern of cast iron columns and views onto the brick arcade. Its high-quality timber floor although modern has become a characteristic of the space.

The retail element is contained to not interfere with the long views and appreciation of this space.

#### **KEY PRINCIPLES**

- The design must consider the various layers of depth into the store, creating a strong background as well as an interesting frontage.
- These stores are visible throughout the lounge areas so views into the store must also be considered.
- The lighting must be carefully designed to avoid too much variation (see section on lighting).
- Self-contained units to respect the architectural grid and detailing; views into and through the unit must be maintained.

#### **PARAMETERS**

- If a column is present within the FOH, this must be integrated within the design and not concealed. Furniture cannot wrap around to the front of the column, interrupting the view. A stainless steel ring, 35mm in width must be provided around the cast iron column creating a buffer with the tenant floor. (drawing 100-DHX-HISP1-00004). The ceiling height will need to be carefully aligned in relation to the bulkhead grill and the column brackets.
- Open ceilings are not permitted.
- All units and display along the side walls must be maximum 2400mm high providing a consistent maximum datum level.
- Units within the floor of the shop must be maximum 1500mm to retain views through and for security reasons.
- Display units within the shopfront opening to be no greater than 1300mm in height.
- Signage must consist of individual stainless steel letters with opal acrylic face, illuminated at 4000K.
- The proposal will be considered within the context of the lounge and the impact on the sightlines will be assessed carefully by London St. Pancras Highspeed.
- All furniture within the licenced seating area must be low level.

- Seating type is not dictated but visual and material finishes must be provided to assess the impact. The colour chosen must allow the seating to blend within the area and the material chosen must be suitable for heavy use while meeting safety criteria.
- Canvas barriers are permitted to demarcate the licenced seating area, to a maximum size of 900mm with black posts and black background with white text. No other fabric barrier will be permitted.

#### Self-contained units:

- No walls, roof or enclosure to preserve views through and along the lounges.
- Fixtures/displays (up to 2000mm high) to be aligned north south to limit obstruction of lines of sight.
- No poster stands, tables etc. outside demised area.
- All furniture and secondary fixtures to be below 1300mm high.
- No floor media.
- Use of colour to be proportionate to the area and not dominate.



- Audio restricted within the immediate vicinity of the installation to remove risk of noise pollution or conflict with station announcements. Where audio required to be agreed with London St. Pancras Highspeed.
- Limited illumination to be contained within installation structure and not free standing.
- Lighting specification to be agreed.
- Electrical connections only permitted. Fixed service connections should be concealed.
- · No water, drainage or extraction permitted.
- No hot food.
- Signage and colours to be restrained so as not to dominate the space. Signage to be contained within and be an integral part of the installation. Signage shall be no more that 10% of the elevational area of the installation. Free standing, hanging or any other signage not permitted. Menus and price cards to be integral to the installation.
- Installations to be designed to fit the space and not imposed on it.
- No video/moving images.



### PANCRAS ROAD

The historic elevation at the southern end of Pancras Road is of exceptional significance, with its iconic clock tower and its chromatic treatment of the arches that break the long red brick elevation marked by the contrasting string course and corniced parapet, subdivided into bays by the chimney stack. This elevation includes the entrances to what is now the international concourse and allows views onto the spectacular roof.

The modern station extension has been designed to be distinctive by making extensive use of glass in contrast to the masonry of the original train shed and hotel, and subservient to the historic building. It follows the same principle of a strong horizontal emphasis broken into vertical bays. The roof appears to be floating above the façade screen with the platforms within the new extension partially open to the elements.

Only two retail units have entrances onto Pancras Road: unit 39 within the historic part to the right of the entrance into the international concourse, and unit 23 within the modern part, between the pedestrian entrance onto the domestic concourse and 'Coach Road'. The car park entrance is situated at the northern end of this elevation.

#### **KEY PRINCIPLES**

- Any intervention on this elevation will require early consultation and separate consent.
- An active street frontage that animates the elevation is encouraged.

#### **PARAMETERS**

- Details for the signage for unit 39 are illustrated on drawing 100-DHS-HISP1-00016.
- Details for the façade treatment and signage for unit 23 have been agreed by separate heritage deed to follow the same principles of individual cut-out letters and flag signs found in the station.



### MIDLAND ROAD

Midland Road benefits from the impressive elevation onto the grand internal hotel staircase at the south end but is otherwise a much quieter elevation that has been altered as part of the 21st century restoration works in that the original taxi ramp has been removed and hotel rooms added onto the elevation, above the entrance to the service yard. This modern intervention is clearly modern but has been designed to complement the original architecture.

Several retail units back onto this elevation within the original train shed, along with a pedestrian exit leading to the taxi rank. This façade includes several service functions; in addition to the entry point to the service yard, several of the arches have been infilled with grilles and the flat roof houses plant and ventilation equipment hidden from view behind a parapet.

The modern part bears the same architectural principle as on Pancras Road although it houses offices backing onto the street, at ground level.

#### **KEY PRINCIPLES**

- Any intervention on this elevation will require early consultation and separate consent.
- An active street frontage will be strongly encouraged where possible.

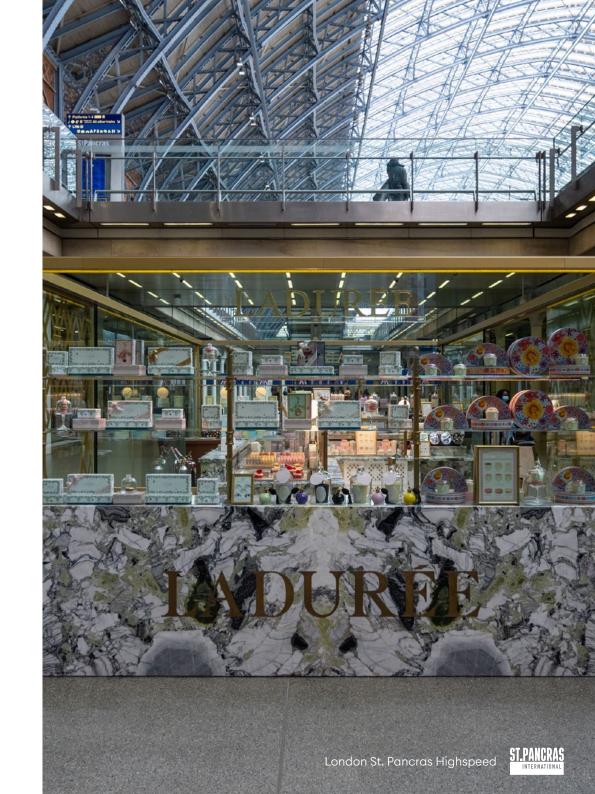


### **OTHER AREAS**

A few retail units have been permitted within the concourse and platform areas through specific heritage deed approvals (Kiosk A, unit 63 and 62, Thameslink platform).

#### **KEY PRINCIPLES**

- These must not impede pedestrian circulation or way finding.
- The unit must be subservient to the openness and spatial character of the train shed by being lightweight and uncluttered above counter height.
- Datum is set by the original structure and some of the modern interventions.
- Branding and signage are extremely discreet to reduce clutter and the visual impact on way finding, while still maintaining the commercial presence.
- The unit must be self-contained with clear boundaries.
- Night set-up must be carefully considered.



### 3.4 TECHNICAL

- ELECTRICAL
- MECHANICAL & PLUMBING
- SAFETY BY DESIGN
- FIRE SAFETY
- SECURITY
- TELECOMMUNICATION & WI-FI



### **ARCADE WEST**

This drawing is illustrative. Each unit is unique and must be surveyed.

#### LANDLORD 'EYE-BROW' CEILING

No fixing into wrought iron buckle plates and beams above. See 100-DHS-HISP1-00018 and 19 for landlord ceiling panel.

#### **RESTRAINT BARS**

See 100-DHS-HISP1-00004.

# SIGNAGE (ARCADE EAST & WEST)

For wiring see 100-DHX-HISP1-00004, 100-DHS-HISP1-00002 and 100-DHS-HISP1-00003.

W & Z

#### RWP

See 100-DHS-HISP1-00004.

#### LIGHTING TRACK

See 100-DHS-HISP1-00034 and 35. No fixing into brickwork (incl. mortar joints)

#### CEILING

No fixing into brickwork, ironwork, but can be fixed to concrete slab.

100-DHP-HISP1-00002

# **ARCADE EAST** LANDLORD BULKHEAD **COLUMN** This drawing is illustrative. CEILING Each unit is unique and Do not paint. See 100-DHXmust be surveyed. See 100-DHX-HISP1-00004 HISP1-00005 for skirting details. HMSTITH 100-DHP-HISP1-00003

#### 3.4 TECHNICAL

This section sets out the principles for the technical aspects of design.

The integration of the technical aspects into the design, and therefore the submission of construction drawings and specifications must take place at detailed design. This includes such items as Fire Safety, Security, Mechanical, Electrical and Plumbing and Telecommunication.

How services are integrated into the design is a critical aspect of the project to ensure a successful outcome both technically and aesthetically, and therefore also commercially.

#### **KEY PRINCIPLES**

- All works must comply with the Detailed Design Letter of Non-Objection and this Guide. Any alterations to the design must be submitted for review and agreement by London St. Pancras Highspeed and NR(HS).
- All works must be detailed in accordance with London St. Pancras Highspeed Guide: <u>NR(HS)</u> Technical Standards.
- All installations must comply with the relevant and current British Standards and legislation.
- The design proposal must comply with the London St. Pancras Highspeed Sustainability strategy, for the implementation and operational phases.
- Safety and security must be built into the design and considered for design and construction stage through to operational requirements.
- Under no circumstances can the tenant undertake any intervention to any of the historic fabric. There can be no interface with the station's historic fabric.
- No intervention is permitted to the landlord's fabric unless agreed in writing by London St.
   Pancras Highspeed by means of a Detailed Design Letter of Non-Objection, and works are carried out to a methodology in compliance with NR(HS)/ London St. Pancras Highspeed requirements.

 Services must be integrated into the fit-out in a manner that will minimise their visual impact. There should be no exposed services visible from within the concourse.

#### RESPONSIBILITY

- The tenant is responsible to ensure that all the station interfacing systems have suitable connection ability and that all landlords' services are accessible for maintenance.
- Tenants are encouraged to survey the unit thoroughly before developing the detailed design and must seek clarification on the station systems and services provided to enable them to design their installation accordingly.
- London St. Pancras Highspeed is not responsible for any unforeseen costs incurred by the tenant during the design and construction process and/or shortfall costs arising from the interpretation of the information provided in the Retail Services Data Sheet, or any other details provided by London St. Pancras Highspeed or its business partners.
- London St. Pancras Highspeed Ltd and their approved partners do not take design responsibility for tenants' works.



### **ELECTRICAL**

#### **KEY PRINCIPLES**

- Details of the proposed electrical installation must be submitted at Detailed Design. This information will include, but is not limited to, distribution schematics, loadings per phase, method of staggered start (if relevant), method statements for deliveries and installation, illumination levels and design and emergency lighting levels and design.
- The tenant will be required to provide a certificate for the system as a whole installation.

#### **PARAMETERS**

- All cables must be concealed from view and the cable containment route must be submitted at detailed design.
- Surface mounted cables are not permitted on any historic or publicly visible surface areas.
- All internal light switches, alarm panels, etc. must be sited in an inconspicuous location and cannot be located on the flank wall of the shopfront.
- Doorbells, alarms, Passive Infrared (PIR) sensor, customer counters etc. are not permitted externally to the unit or where visible and visually intrusive within the immediate interior.
   Only exceptionally can a very limited number of items be installed within the landlord ceiling,

- in the Arcade in the 'infill panel' of the eyebrow ceiling (see drawing 100-DHS-HISP1-00018 in the Appendices) and the proposed location and specifications of the equipment proposed must be submitted at detailed design.
- Free-standing floor heating/ventilation units are not permitted.
- All lighting shall be switched off outside trading hours and have easily accessible controls, with exception to the above door signage and shopfront lighting that must be turned off between the hours of mid-night and 5am.
- Cool touch fittings should be used in all easy to reach/vulnerable areas.
- Provide fittings that allow ease of access for maintenance with suitable electrical connection.



### **MECHANICAL & PLUMBING**

#### **KEY PRINCIPLES**

- Due to the Grade I listed building, there are very limited means of venting extracts to atmosphere and such proposals will need to be discussed at concept design to assess the likelihood of such intervention being granted consent and the potential impact on timescale.
- In the Arcade, the installation of any airconditioning equipment or plant within the shopfront zone and the brick arch zone, over and above the installed system will not be permitted.

#### **PARAMETERS**

- Tenants will be advised of sanitary drainage arrangements in the Retail Services Data Sheet. In general non-food units are provided with a single point connection to drainage, whilst other units will have a vacuum drainage interface unit or a conventional gravity drainage connection.
- In the rare instance where an independent toilet facility provided by the tenant has been agreed with the landlord, the toilet will connect to either gravity or the vacuum drainage system dependent on location, and will require dedicated extract which will be subject to approval from London St. Pancras Highspeed/NRHS and potentially also from external stakeholders. This will be a tenant cost to design and install.

### Chilled Water Cooling System/Low Temperature Hot Water System.

• Landlord flow rates and pipe sizes will be provided as part of the Retail Services Data Sheet.

#### Ventilation

- The landlord supplies fresh air and extract duct work to each unit. The tenant is responsible for the distribution from the landlord provision within their demised area. The stations are covered spaces but not wholly air-conditioned.
- Only specific larger food and beverage type units are provided with a catering extract system. The tenant will find this information in the Retail Services Data Sheet. Any new request will need to be agreed with London St. Pancras Highspeed, in liaison with NR(HS) as part of the leasing agreement. These variations might also be conditional to obtaining the relevant consent from external stakeholders.



#### SAFETY BY DESIGN

#### **KEY PRINCIPLES**

 The safety of staff and of customers while within the tenant's demise must be a primary concern for the tenant and its team and must be carefully considered within the design.

#### **PARAMETERS**

- Any potential trip hazard and sharp edges must have been designed out.
- Fixtures on wheels must be lockable.
- All shelving and wall units must be stable, securely restrained or fixed back. Where adjacent to brickwork, the existing restraint bars only can be used; no interface is permitted with the station historic fabric. (See drawing 100-DHS-HISP1-00004).
- Manifestations must be applied to all appropriate glazed sections and in accordance with Disabled Persons Transport Advisory Committee (DPTAC) recommendations. The manifestation design to be installed on shopfront glazing throughout the station can be found on drawing 100-DHS-HISP1-00013.
- If permanent safety and regulatory notices are required, the nature, size and proposed location of these must be identified on the elevations, and these might need to be framed.



### **FIRE SAFETY**

#### **KEY PRINCIPLES**

 Tenants will be responsible for their system to have networking connectivity with the landlord system.

#### **PARAMETERS**

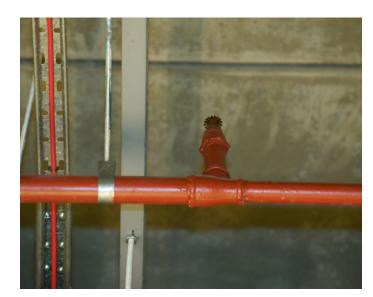
#### Fire Alarm System, PA/VA, Smoke Extract & Control

- A landlord fire alarm system has been installed throughout all common areas.
- Each unit will be provided with interface points
  to facilitate the interconnection and will include
  connection to PA/VA for life safety announcements.
  The installation is to be supplied, tested and
  commissioned by an approved system integrator/
  specialist. The tenant system shall have full
  connectivity with the stations main PA/VA system.
- The base build system PA/VA control and amplification equipment has been provided by Application Solutions Ltd, and the PA/VA speakers by Penton UK Ltd.

#### **Automatic Sprinkler Systems**

- Where appropriate tenants are provided with sprinkler protection connection via a monitored isolation valve, flow switch and zone check assembly. Sprinkler protection of under platform voids remains the landlords with the connections capped for below ceiling extension by each tenant as part of their own fit out works. Connection sizes have been estimated to suit the anticipated loads of the unit.
- NR(HS) will provide a lockable valve on a branch connection within or adjacent to the tenant's demise. The tenant must provide a separate test and drain valve located at the incoming end of the sprinkler line, which is accessible. Each unit will be given a suitable sprinkler supply pipe to cater for protection of the demised area. The minimum design pressure point is to be confirmed by the Tenants Sprinkler Contractor at Detailed Design.
- Testing and connection of the tenant's system to the station system is to be witnessed by the incumbent station specialist contractor. All applicable costs are to be met by the tenant.

 Drawings submitted must show the proposed location for fire alarm call points and fire extinguishers. Fire extinguishers must be chrome on a chrome stand. Fire alarm call point should ideally be located on a tenant wall where most easily accessible by the tenant's staff. If freestanding, it must be built according to drawing 100-DHS-HISPI-00001.



### **SECURITY**

#### **KEY PRINCIPLES**

- Whilst the station is open 24 hours a day and benefits from safety patrol and CCTV surveillance, it is appreciated that tenants need to ensure their units are safe and secure. Accordingly, security needs should be considered throughout the design process.
- The tenant must meet the DfT's requirements and all potential hidden spaces of 5mm or over must be designed-out.

#### **PARAMETERS**

- The design of security measures needs to be considered in the context of the overall design and layout and the location and equipment must have been submitted at Detailed Design.
- For retail units, the first consideration must be to deter crime by natural surveillance. This will be achieved by assessing the customer journey, positioning of the cash desk, visibility through the store and appropriate staff training.
- Tenants can install their own retail security door pedestals, underfloor security mat or over-door detector subject to approval of designs. Pedestals should be no higher than 1500mm and not have any permanent in-built lighting or any branding or advertisement built into it. Over-door detectors would only be permitted in the Circle and where it can be concealed from public view.

- Visible security barriers, including product security tagging systems if required, should not be personalised including advertising and branding.
- Tenants are not permitted to install their own security shutter, or door alarm system and beacon or sounders, although a discreetly located PIR can be permitted but the proposed location must be identified on drawings and specification for the apparatus provided.
- The next consideration is the provision of a limited number of high definition CCTV in a few key locations that maximise the line of sight. The quality of the output is critical and must permit identification. CCTV does not deter crime (and therefore dummy CCTV are of little value) but good quality recording allows for follow up to take place, hence the need for high definition recording and good sight lines.
- Tenant CCTV cameras are not permitted externally to the leased area or in public concourses. CCTV cameras and display screens are not permitted within the immediate unit frontage or where visually intrusive (visible from outside the unit).
- Dome CCTV mounted on the tenant ceiling are usually the preferred method. These cannot be mounted on top of display cabinets.

- Front of house drawer units and cupboards must be lockable.
- The base of units without a clear view under the units, might need to be enclosed by introducing a plinth.
- Retailers are not permitted customer accessible bins within their demise. For F&B units, a small clear container that prevents items to be hidden and that is regularly emptied-out can be used.
- A fire alarm call point should be installed on the tenant wall where most easily accessible by the tenant's staff. If free-standing, it must be built according to drawing 100-DHS-HISP1-00001.



### **TELECOMMUNICATIONS & WIFI**

#### **KEY PRINCIPLES**

 Wi-Fi spectrum is a scarce resource that is sharply reduced in its effective capacity and range when multiple Wi-Fi access point routers are installed without being part of a single network. Wi-Fi is also a vital component of the infrastructure for Train Operating Company services and must be protected to facilitate smooth train operations and communications.

#### **PARAMETERS**

- Wi-Fi is available from London St. Pancras Highspeed through its designated agent and tenants are not permitted to install their own Wi-Fi system.
- Each unit is provided with an interface unit to facilitate interconnection of their installation with the station wide telecoms system.
- It is recommended that the retail unit is Wi-Fi enabled by the tenant through the station Wi-Fi system to ensure seamless coverage to customers throughout the station.
- The tenant's telecom requirements and detail shall be managed through the incumbent communications maintainer.

- It will be the tenant's responsibility to request from the appointed supplier their overall telecoms requirements which will be provided via the designated Communication Equipment Rooms (CER) located at various locations throughout the stations.
- The design of security measures needs to be considered in the context of the overall design and layout.
- A footfall counter might be permitted subject to the tenant submitting the specification and identifying the proposed location and method of fixing. In the Arcade, on the Western side, footfall counters can be placed above the door entrance if there is sufficient space in the infill panel. On the Eastern side, it should be located on the tenant's ceiling.



#### 3.5 ENVIRONMENT & SUSTAINABILITY

As owner, London St. Pancras Highspeed Ltd recognises the importance of sustainability and integrating environmental, social and economic performance in running a world-class high-speed railway. Fundamental to sustainability is minimising environmental impacts arising from London St. Pancras Highspeed.

#### **KEY PRINCIPLES**

- Any works being undertaken within the station will be expected to be designed in compliance with the London St. Pancras Highspeed Sustainability Strategy.
- Sustainability at London St. Pancras Highspeed includes ensuring compliance with regulatory requirements, transparency, reducing impacts on climate change, reducing energy and resources including waste and improved recycling, improving our social impact and the biodiversity surrounding our assets.
- At all times retailers will be in full compliance with environment regulatory requirements.
- Environment and sustainability must be considered and designed into all schemes to ensure that energy use, waste reduction and resource use (embodied carbon and lifecycle) including water efficiency are key design factors for fit out and when in operation.

- London St. Pancras Highspeed's ambition is to be net zero carbon by 2030.
- London St. Pancras Highspeed has a target of reaching 10% reduction in non-traction energy drawn from the grid by 2030 and of energy consumption per sq ft in its estates.
- Energy meters will be required to be installed during fit-out in retail units from 2020. Tenants will be encouraged to demonstrate during operation how energy consumption is being minimised.
- Tenants will need to meet London St. Pancras Highspeed targets for recycling.
- Tenant to consider where practicable to implement the principles of designing-out waste.



#### **PARAMETERS**

- The London St. Pancras Highspeed Sustainability Strategy sets out the objectives and targets to be achieved and is published on the London St. Pancras Highspeed website. The strategy is delivered through joint plans developed with stakeholders including NR(HS). Designers shall work with NR(HS) to ensure that they deliver against the plans.
- Energy consumption and energy usage must be minimised at the design stage for the life cycle of the project.
- All equipment must be Grade A++ Energy
  Efficiency Rated, or similar best alternative,
  approved expressly by NR(HS), if no appropriate
  Grade A++ equipment currently exists.
- All equipment specifications including size, number, power rating and presence of automated control should primarily be based on energy efficiency.
- All lighting shall be energy efficient to reduce energy consumption and comply with Part L of the Building Regulations, British Standards on Lighting in the Workplace and Display Lighting. The Tenant is also advised to consider documents produced by the Society of Light and lighting energy efficiency papers.

- All lighting should be designed around using LEDs as the luminaire.
- Quantity and distribution of lighting should aim for providing contrast to illuminate products rather than elevating the entire illuminance of the retail outlet.
- Outlets should be fitted with a "last person out" switch which isolated all lights and non-essential supplies with one switch. Shopfront lighting must be switched off between the hours of midnight and 5am.
- Door air curtain installations will not be permitted in any area of the station. Additional spot heating within the retail outlet may, in some circumstances be provided by longwave infrared heating if necessary, and if a suitable installation and location can be agreed upon. Any requirements should be discussed at the concept stage as additional consent may be required.
- Tenants will be required to comply with the recycling strategy in place and must liaise with NR(HS) to understand the process and requirements. A target of 90% recycle rate is to be achieved and zero waste to landfill.

- All energy consuming equipment should be selected based on an ability for it to work "ondemand", that is equipment such as toasters, grills, ovens etc. should not need a long warm-up duration before use thus requiring them to sit idle without usage.
- Retail unit layout design should aim to keep sources of heat and cold separated. Air conditioning heater units, where permitted, should not be located close to chilled food cabinets.
- Chilled food cabinets should be fitted with doors or clear curtains to minimise heat infiltration where practical and acceptable to do so.





### **4.1 ACRONYMS & GLOSSARY**

ACRONYMS	
NPPF	National Planning Policy Framework
HE	Historic England
LBC	London Borough of Camden
DfT	Department for Transport
NR(HS)	Network Rail High Speed
CTRL	Channel Tunnel Rail Link
RAMS	Risk Assessment Method Statement
WAD	Work Authorisation Document
CDM	Construction Design and Management
PM	Project Manager
FSC	Forest Stewardship Council
PA/VA	Public Address/Voice Alarm
PIR	Passive infrared sensor

GLOSSARY	
DEMISE	The space subject to the tenant's lease agreement, i.e. the unit. (concourse seating falls outside of this and must be granted a separate license).
DESIGN PRINCIPLES & PARAMETERS	Design approach that London St. Pancras Highspeed uses to deliver their vision and the processes under which London St. Pancras Highspeed operates in terms of design, implementation on site and maintenance.
GRADE I LISTED BUILDING	Grade I buildings are of exceptional interest, only 2.5% of listed buildings are Grade I. This applies to St. Pancras International.
HERITAGE DEED	A legal document (similar to listed building consent) setting out the process for agreeing changes to the building and that has been agreed with Historic England and the London Borough of Camden.
HISTORIC ENGLAND (HE)	The government's expert adviser on England's heritage. It has a statutory role in the planning system. In London, HE has statutory powers specific to Grade I listed buildings.
HISTORIC FABRIC	The station has over 150 years of history. The original materials used in the building, subsequent repairs to preserve these and interventions of interest are significant and statutorily protected. This includes ironwork, brickwork, joinery, stonework.
LETTER OF NON-OBJECTION	A letter issued by London St. Pancras Highspeed at Stage 1 (concept design) and Stage 2 (detailed design) to confirm acceptability (with conditions) of the proposals.
LISTED BUILDING	Listing marks and celebrates a building's special architectural and historic interest and brings it under the consideration of the planning system, so that it can be protected for future generations.
RESTRICTED ZONE	The area entered after check-in for Eurostar services with restricted control. This also refers to the area around the Eurostar platforms that can only be accessed by Eurostar customers and staff.
SNAGGING	The process whereby the landlord will inspect the unit to ensure the work is carried out in compliance with the agreed design.



# 4.2 RETAIL SERVICES DATA SHEET TEMPLATE

#### PAGE 1

PROJECT TITLE:		DESIGN CONSULTANT: (IF REQUIRED)	
OCCUPIER:		LOCATION CODE:	
LOCATION NAME:		FLOOR LEVEL:	
		DATE:	
OFFICIOF COUFFILL F	l		
SERVICE SCHEDULE			
ELECTRICAL POWER SUPPLY DETAILS (AT R	TAIL FACILITY TERMINATION POIN	m)	
Supply voltage			
Current rating at isolator			
Meter reference no.			
Meter location			
Supply switchboard ref no. Supply switch number			
Circuit protection device & rating			
Power supply design show on drawing	0.		
PAVA PUBLIC ADDRESS SYSTEM			
Interface unit/location			
Mute reply present/location			
No of incoming speaker circuits			
IT / NETWORK / TRAIN INFORMATION SYSTE	1		
Network arrangements by landlord			
Voice			
Train information screen (typically F&E	only)		
AIR HANDLING SYSTEMS, AT RETAIL DEMIS			
FRESH AIR (MAKE UP)		AHU	
Duct size		Duct size	
Air volume		Air volume	
Summer temp			
Winter temp			
Main plant source			



### 4.2 RETAIL SERVICES PAGE 2 **DATA SHEET TEMPLATE** CONT'D

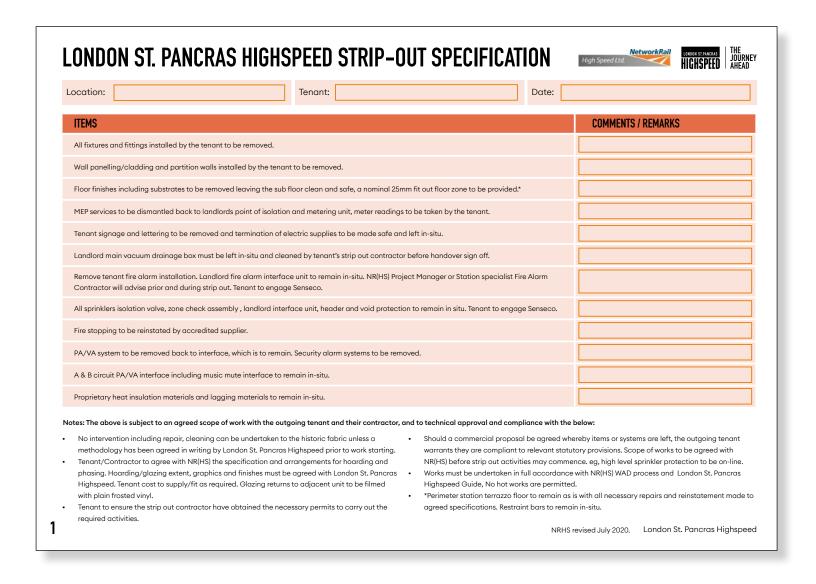
		KITCHEN EXTRACT	
Duct size		Normal Duct size	
Air volume			
Fan location		Fire rating requirements	
		Access & maintenance	
Main plant source		Fan details	
Ductwork termination shown or	drawing no.		
HEATING & COOLING			
LTHW		CHW CHILLED WATER	
Pipe size		Pipe size	
Flow rate		Flow rate	
Temperature (F&R)		Temperature (F&R)	
			,
DRAINAGE			
Pipe size		Plant reference	
Pipe terminations shown on dra	wing no.		
Pipe terminations shown on dra  SUPPLY PIPEWORK  BOOSTED COLD WATER SERVICE AT RE			
SUPPLY PIPEWORK			
SUPPLY PIPEWORK  BOOSTED COLD WATER SERVICE AT RET			
SUPPLY PIPEWORK  BOOSTED COLD WATER SERVICE AT REI Pipe size			
SUPPLY PIPEWORK  BOOSTED COLD WATER SERVICE AT REF			
SUPPLY PIPEWORK  BOOSTED COLD WATER SERVICE AT REF		Meter number	
SUPPLY PIPEWORK  BOOSTED COLD WATER SERVICE AT REF Pipe size Flow rate Pressure		Meter number Location of meter	
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SUPPLY PIPEWORK  BOOSTED COLD WATER SERVICE AT REP Pipe size Flow rate Pressure  Meter number Location of meter	ALL DEMISE	Location of meter  GAS (ONLY PROVIDED TO SPECIFIC TE	NANT AREAS)
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SUPPLY PIPEWORK  BOOSTED COLD WATER SERVICE AT REPIPER SIZE Flow rate  Pressure  Meter number  Location of meter  DOMESTIC HOT WATER (NOT PROVIDED)	ALL DEMISE	Location of meter  GAS (ONLY PROVIDED TO SPECIFIC TE  Pipe size  Flow rate  Pressure  Valve location	NANT AREAS)
SUPPLY PIPEWORK  BOOSTED COLD WATER SERVICE AT REF Pipe size Flow rate Pressure  Meter number Location of meter	ALL DEMISE	Location of meter  GAS (ONLY PROVIDED TO SPECIFIC TE  Pipe size  Flow rate  Pressure  Valve location	NANT AREAS)
SUPPLY PIPEWORK  BOOSTED COLD WATER SERVICE AT REP Pipe size Flow rate Pressure  Meter number Location of meter  DOMESTIC HOT WATER (NOT PROVIDED)	ALL DEMISE	Location of meter  GAS (ONLY PROVIDED TO SPECIFIC TE  Pipe size  Flow rate  Pressure  Valve location	NANT AREAS)
SUPPLY PIPEWORK  BOOSTED COLD WATER SERVICE AT REP Pipe size Flow rate Pressure  Meter number Location of meter  DOMESTIC HOT WATER (NOT PROVIDED)	ALL DEMISE	Location of meter  GAS (ONLY PROVIDED TO SPECIFIC TE  Pipe size  Flow rate  Pressure  Valve location	NANT AREAS)

#### PAGE 3

FIRE SERVICES			
SPRINKLER MAIN			
Pipe size		Unit valve location	
			'
Landlords pressure drop		Pressure drop	
SPRINKLER INTERFACES			
Fire alarm			
Flow switch			
Tamper valve			
FIRE ALARM SYSTEM			
Tenants interface unit location	on (TIU)		
Addressable detection via te	nant panel		
Alarm by voice front of house	, sounders BOH		
BASE BUILD			
CEILING			
Type of ceiling		Primary grid centres (mm)	1
Ceiling load		Hanging configuration	
•			,
FLOOR			
Туре		Substrate	
			-
EXISTING SERVICES (PASSING)			
Type of passing services		Actions for tenants	1
.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			
ontrolled NRHS document			
ates and details are typica	ally sourced from design/as installe	a details and actuals may var	у.



#### 4.3 STRIP-OUT SPECIFICATION TEMPLATE





CONCEPT DESIGN
DETAILED DESIGN
STATION ASSET CHANGE

### 4.4 HOW TO MAKE A SUBMISSION

The information required from tenants applying to London St. Pancras Highspeed for works within the retail environment will be commensurate to the nature of the work but must be sufficient to enable London St. Pancras Highspeed/NR(HS) to assess the physical impact on the fabric as well as the visual impact on the special character of the station.

If the applicant fails to comply with these instructions, the submission will be returned and a re-submission requested.

- The designer must download and complete the relevant interactive form and submit it to London St. Pancras Highspeed Retail project manager. The form must be accompanied by the drawings and supporting information.
- The designer must submit the full pack of drawings and supporting documents required at Concept and at Detailed Design.
- Each submission must be complete to enable London St. Pancras Highspeed/NR(HS) to assess the whole scheme rather than submitting drawings

in a piece-meal fashion or needing to refer to previous submissions.

- The information submitted at Detailed Design must be construction level information.
- The proposal must be submitted as one or several PDF pack(s). No single file should be larger than 50Mb.
- It is imperative that each drawing is uniquely referenced (dated, unique title and document number, up-to-date revision status.)
- Updated versions of drawings must always be issued with an updated drawing register, a new revision number recorded on the drawing matching that of the register and changes highlighted in colour on the drawing.
- Documents must be scaled at A4 &/or A3 and have key dimensions in metric.
- Documents must be provided in English.



### **CONCEPT DESIGN SUBMISSION**

# THE INFORMATION LISTED BELOW MUST BE SUBMITTED AT CONCEPT DESIGN.

- Download, fill-in and submit the interactive form.
- Click on Submit to e-mail the form to London St. Pancras Highspeed Project Manager along with the required information.
- Each drawing to be uniquely referenced.
- Drawings to be scaled at A3 (or A4).
- Documents to be provided in English.

Click here to access the Interactive Concept
Design Submission Form to download

DRAWING / DOCUMENT TYPE	DRAWING / DOCUMENT TYPE	
Drawing Register	Sample material board (digital)	
Existing Layout Plan(s)	Schedule of finishes	
Proposed Layout plan/GA incl:	Initial sustainability statement	
<ul> <li>Back of House</li> <li>Front of House</li> <li>Means of Escape</li> <li>Delivery Routes</li> <li>Waste Removal</li> <li>Storage</li> <li>Fixtures and fittings</li> <li>Till location</li> <li>Likely customer movement and queuing</li> </ul>	<ul> <li>M&amp;E (indicative) incl:</li> <li>Likely heating/cooling/ventilation system to be proposed</li> <li>Likely routes for cable, pipe, trunking</li> </ul> Other (e.g.): <ul> <li>Lit graphics and/or digital screens.</li> </ul>	
Flooring design/layout	Brand specific items.	
Shopfront elevation	For F&B:	
Signage	Likely extract system proposed	
Reflected ceiling plan	<ul> <li>Proposed tables and chairs</li> <li>Night-time/storage seating arrangements</li> </ul>	
Lighting design		



### **DETAILED DESIGN SUBMISSION FOR FASHION & GIFTING**

# THE INFORMATION LISTED BELOW MUST BE SUBMITTED AT DETAILED DESIGN.

- Use the interactive form to submit
- E-mail the form to London St. Pancras
   Highspeed Project Manager along with the required information.
- Each drawing to be uniquely referenced.
- Drawings to be scaled at A3 (or A4).
- Documents to be provided in English.

The documents submitted must be construction level information.

DRAWING / DOCUMENT TYPE	DRAWING / DOCUMENT TYPE	
Drawing Register	Display fixture and fittings (design, mate	
Existing Layout Plan(s)	also and finishes, incl. inbuilt lighting).	
Proposed Layout plan/GA incl:  Back of House Front of House Means of Escape Delivery Routes Waste Removal Floor mapping/orientation and category positioning	<ul> <li>Full lighting design incl:</li> <li>Specifications of light fittings, Kelvin and diffuser</li> <li>Emergency lighting and PIR</li> <li>Details of lighting integrated within units</li> <li>Maintained average lux level analysis</li> </ul>	
Shop front elevations	All floor, wall and ceiling finishes to include decoration and levelling screeds,	
Sectional elevations	Internal partition construction (@1:5-1:10), doors and ironmongery design.	
Main elevation(s) signage @1:10: elevation & section	Construction hoarding/vinyl: Plan,	
Key interface detail with landlord asset/ heritage fabric @1:5	elevations, and graphics.	
Sample material board (physical)	Security system (e.g. CCTV location and specifications, product tagging, door	
Finishes plan with schedule of finishes	security pedestal).	

### DETAILED DESIGN SUBMISSION FOR FASHION & GIFTING (CONT'D)

Click here to access the Interactive Detailed

Design Submission Form to download

DRAWING / DOCUMENT TYPE	DRAWING / DOCUMENT TYPE
<ul> <li>Reflected ceiling plan, including:</li> <li>PA/VA speaker layout</li> <li>CCTV layout and other Security</li> </ul>	HVAC layout
measures Lighting Other Electrical & heating/cooling/ventilation system as applicable Fire Access hatches (Legend to be provided)	Plumbing and drainage layout (stating gravity or vacuum waste)
Small power and data layout, incl:  Cabling/trunking routes	Structural design (if any)
<ul> <li>Footfall counter (including spec.)</li> <li>Data and telephone installation,</li> <li>CCTV</li> </ul>	Digital equipment specification
<ul> <li>Fire strategy, including:</li> <li>Fire alarm system</li> <li>Sprinkler system</li> <li>Location of fire extinguishers, fire alarm call points and signage.</li> </ul>	Specifications documentation for any product proposed for installation.



### **DETAILED DESIGN SUBMISSION FOR FOOD & BEVERAGE**

# THE INFORMATION LISTED BELOW MUST BE SUBMITTED AT DETAILED DESIGN.

- Use the interactive form to submit
- E-mail the form to London St. Pancras Highspeed Project Manager along with the required information.
- Each drawing to be uniquely referenced.
- Drawings to be scaled at A3 (or A4).
- Documents to be provided in English.

The documents submitted must be construction level information.

DRAWING / DOCUMENT TYPE	DRAWING / DOCUMENT TYPE	
Drawing Register  Existing Layout Plan(s)	Display fixture and fittings (design, materials and finishes). Consideration for integrated messaging display.	
Proposed Layout plan/GA incl:  Back of House	Security system (e.g. CCTV specifications, product tagging, door security pedestal)	
<ul> <li>Front of House</li> <li>Means of Escape</li> <li>Delivery Routes</li> <li>Waste Removal</li> <li>Floor mapping/orientation and category positioning</li> </ul>	All floor, wall and ceiling finishes to include decoration and levelling screeds, Internal partition construction (@1:5-1:10), doors and ironmongery design.	
Shop front elevations	Construction hoarding/vinyl: Plan, elevations, and graphics.	
Sectional elevations	3 T, 1 T , 1 T , 1 T , 1 T , 1 T , 1 T , 1 T , 1 T , 1 T , 1 T , 1 T , 1 T , 1 T , 1 T , 1 T , 1 T , 1 T , 1 T	
Main elevation(s) signage @1:10: elevation & section	<ul><li>Full lighting design incl:</li><li>Specifications of light fittings,</li></ul>	
Key interface detail with landlord asset/ heritage fabric @1:5	Kelvin and diffuser,  Emergency lighting and PIR  Details of lighting integrated	
Sample material board	within units  Maintained average lux level	
Finishes plan with schedule of finishes	analysis	



### DETAILED DESIGN SUBMISSION FOR FOOD & BEVERAGE (CONT'D)

<u>Click here to access the Interactive Detailed Design</u> <u>Submission Form to download</u>

DRAWING / DOCUMENT TYPE	DRAWING / DOCUMENT TYPE	
<ul> <li>Reflected ceiling plan, including:</li> <li>PA/VA speaker layout</li> <li>CCTV layout and other Security measures</li> <li>Lighting</li> </ul>	Sustainability statement & Accessibility statement (in line with equality and accessibility standards)	
<ul> <li>Other Electrical &amp; heating/cooling/ventilation system as applicable</li> <li>Fire</li> <li>Access hatches</li> <li>(Legend to be provided)</li> </ul>	Specifications documents (e.g. Air Conditioning, footfall counter)	
<ul> <li>Small power and data layout, incl:</li> <li>Cabling/trunking routes</li> <li>Footfall counter (including spec.)</li> <li>Data and telephone installation,</li> <li>CCTV</li> </ul>	<ul><li>Stock room:</li><li>Plan</li><li>Equipment</li><li>Small power/electrics/lighting</li></ul>	
Fire strategy, including:  Fire alarm system  Sprinkler system  Location of fire extinguishers, fire alarm call points and signage.  Structural design (if any)  Digital equipment specification  HVAC layout	<ul> <li>Any kitchen/catering equipment:         catering extract system for cooking,         wash up facilities connected to a         suitable discharge location agreed         with the certifier and approved by the         local authority. Fire store or equivalent         for cooker hoods. Ansul system for         range protection. Leak detector, grease         management system, insect-o-cuter etc.</li> <li>Specifications for Internal and external         tables and obtain accurators atternal</li> </ul>	
Plumbing and drainage layout (stating gravity or vacuum waste)	tables and chairs, counters etc.	



### STATION ASSET CHANGE SUBMISSION

Submit sufficient information to enable London St. Pancras Highspeed and its partners to understand and be able to visualise the proposed intervention and its impact on the station's environment.

Ensure the submission is site specific.

<u>Click here to access the Interactive Station Asset</u>
Change Submission Form to download

# DRAWING / DOCUMENT TYPE Description and proposed duration of the Proposal (What it is you are proposing) Aims, Objectives and Justification (Why you wish to implement this) Construction method and materials (How do you intend to install it and what it is made of) **Existing Layout Proposed Layout** Elevation(s) Section(s) Signage, graphics Equipment specifications/Material Visuals Services **Environmental Impact Assessment**

These indicative drawings must be used by the tenant to inform their submission.

### 4.5 DRAWINGS

Each unit is different. The tenant must survey the unit and the designer must adapt the proposal accordingly. A site visit is strongly encouraged.

The follow drawings are made available to the designer to submit a compliant proposal. These must be referred to and inform the set of drawings submitted by the designer.



### 4.5 DRAWINGS

DRAWING ABBREVIATED TITLE	DRAWING NUMBER
Fire Alarm Call Point	100-DHS-HISP1-00001 (rev 03)
Arcade West Shopfront	100-DHS-HISP1-00002 (rev 02)
Arcade Signage Fixing	100-DHS-HISP1-00003 (rev 03)
Arcade West Merchandising Display	100-DHS-HISP1-00004 (rev 02)
Arcade Signage	00-DHS-HISP1-00005 (rev 04)
Signage Grand Terrace Tenant	00-DHS-HISP1-00007 (rev 03)
Signage Grand Terrace Landlord	100-DHS-HISP1-00008 (rev 02)
Grand Terrace Fanlight Signage	100-DHS-HISP1-00009 (rev 02)
Grand Terrace Bulkhead Signage	100-DHS-HISP1-00010 (rev 02)
Grand Terrace Parasol	100-DHS-HISP1-00011 (rev 03)
Grand Terrace Parasol & Branding	100-DHS-HISP1-00012 (rev 03)

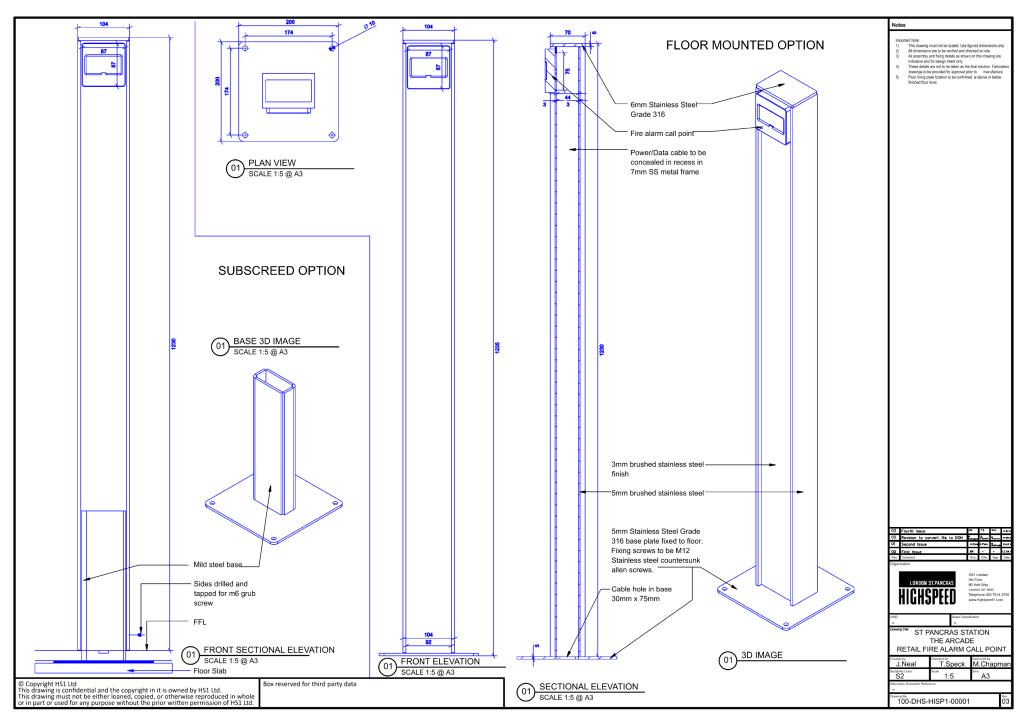
DRAWING ABBREVIATED TITLE	DRAWING NUMBER
Arcade Manifestation	100-DHS-HISP1-00013 (rev 02)
Grand Terrace Door Threshold	100-DHS-HISP1-00014 (rev 03)
Midland Road Signage	100-DHS-HISP1-00015 (rev 02)
Pancras Road Shopfront Signage	100-DHS-HISP1-00016 (rev 03)
Circle Roller Shutter	100-DHS-HISP1-00017 (rev 02)
Arcade Ceiling	100-DHS-HISP1-00018 (rev 03)
Arcade Ceiling	100-DHS-HISP1-00019 (rev 02)
International Departure Signage	100-DHS-HISP1-00020 (rev 03)
A Board	100-DHS-HISP1-00021 (rev 02)
Circle Signage	100-DHS-HISP1-00022 (rev 02)
Circle Signage	100-DHS-HISP1-00023 (rev 02)



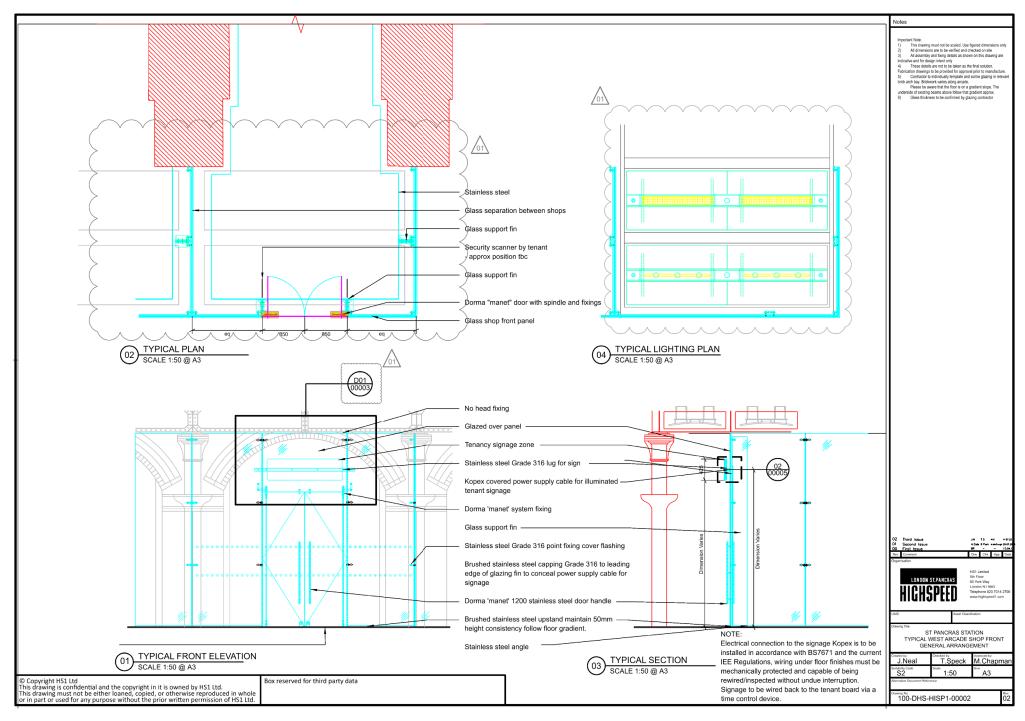
DRAWING ABBREVIATED TITLE	DRAWING NUMBER
Circle Signage	100-DHS-HISP1-00024 (rev 02)
Circle Signage	100-DHS-HISP1-00025 (rev 02)
Circle Signage	100-DHS-HISP1-00026 (rev 02)
Circle Signage	100-DHS-HISP1-00027 (rev 02)
Circle Signage	100-DHS-HISP1-00028 (rev 02)
Circle Signage	100-DHS-HISP1-00029 (rev 02)
Circle Signage	100-DHS-HISP1-00030 (rev 02)
Circle Signage	100-DHS-HISP1-00031 (rev 02)
Circle Signage	100-DHS-HISP1-00032 (rev 02)
Circle Signage	100-DHS-HISP1-00033 (rev 02)
Typical Shopfront Arrangement Arcade East	100-DHX-HISP1-00004 (rev 01)
Merchandising Display Arcade East	100-DHX-HISP1-00005 (rev 01)

DRAWING ABBREVIATED TITLE	DRAWING NUMBER
Signage Pancras Road Unit 23	100-DHN-HISP1-00001 (rev 01)
Signage Domestic Concourse Units 28a & 28b	100-DHN-HISP1-00002 (rev 01)
Opening Hours Vinyl	100-DHN-HISP1-00003 (rev 01)
Ceiling For Units 28a & 28b	100-DHC-HISP1-00001 (rev 01)
Ceiling For Units 16a & 16b	100-DHC-HISP1-00002 (rev 01)
Raft Ceiling (Unit 1A & 2)	100-DHC-HISP1-00003 (rev 01)
Track Lighting Fixing to Concrete Soffit	100-DHS-HISP1-00034 (rev 01)
Track Lighting Fixing via Sleeve	100-DHS-HISP1-00035 (rev 01)
Christmas Hanging (Arcade West)	100-DHX-HISP-00006 (rev 01)
Christmas Hanging (Arcade East)	100-DHX-HISP-00007 (rev 01)
Station Facility Map	100-DCG-HISP1-000048 (rev 01)

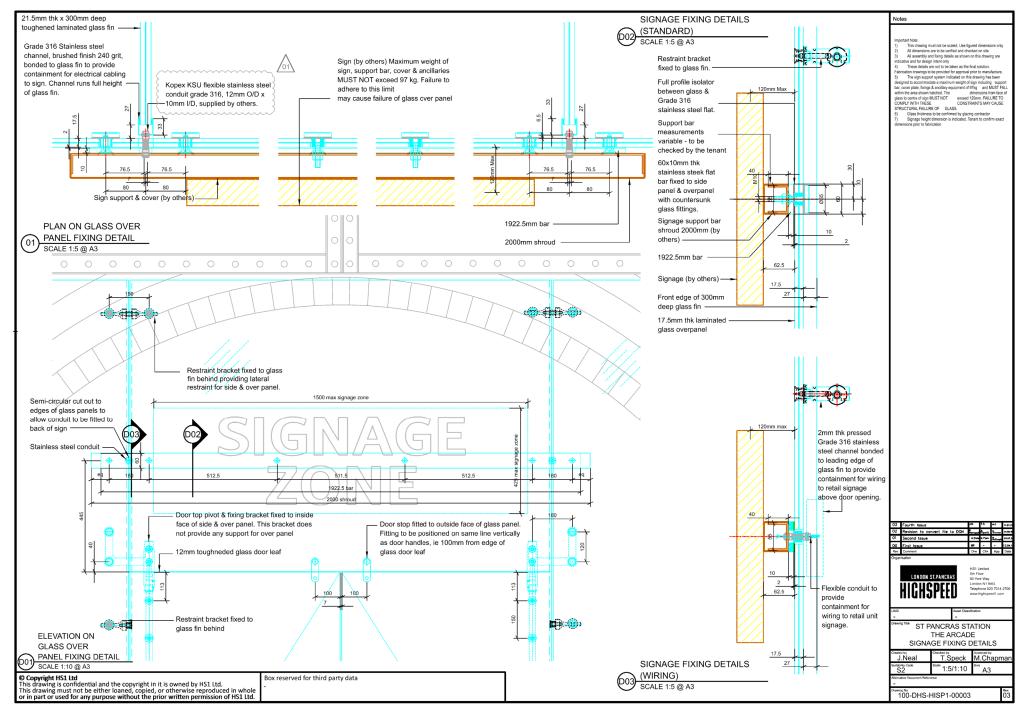




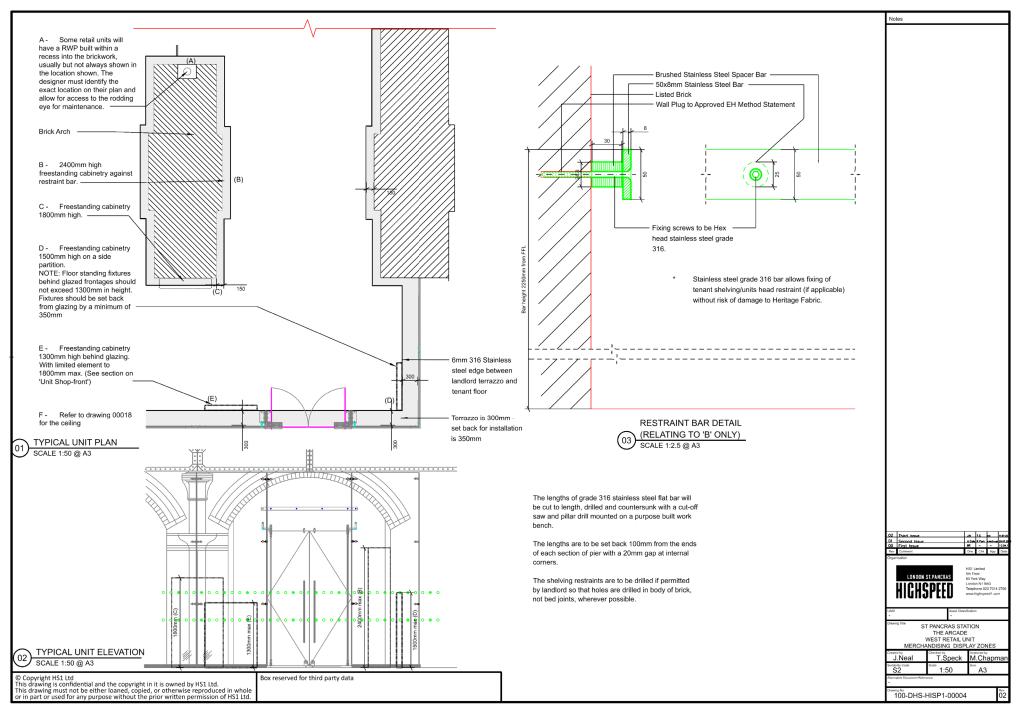




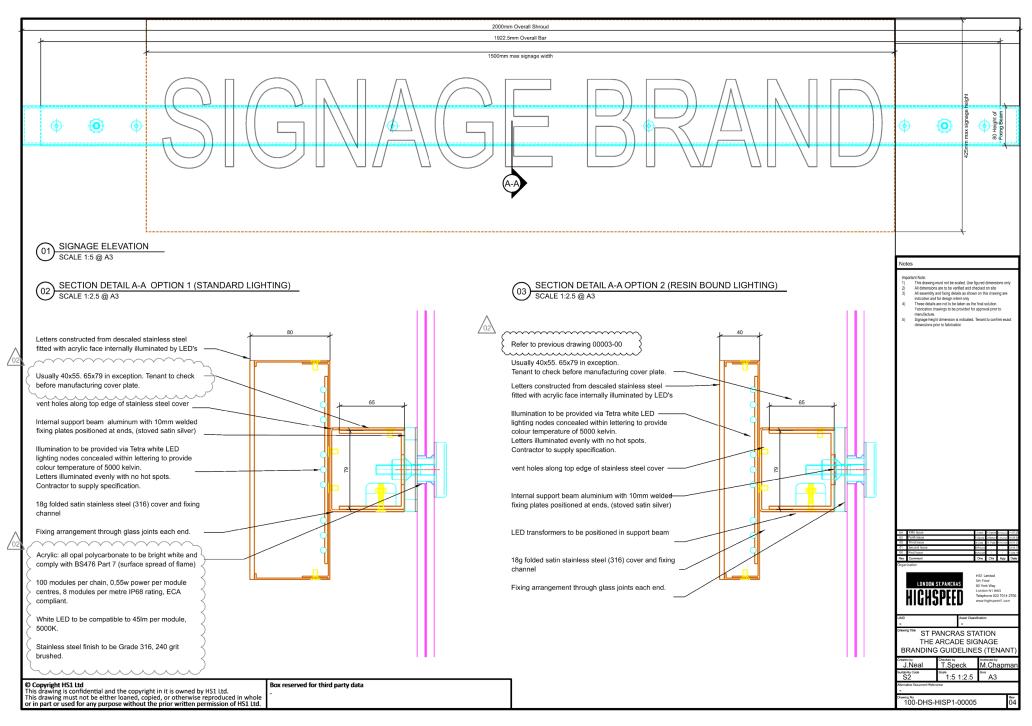




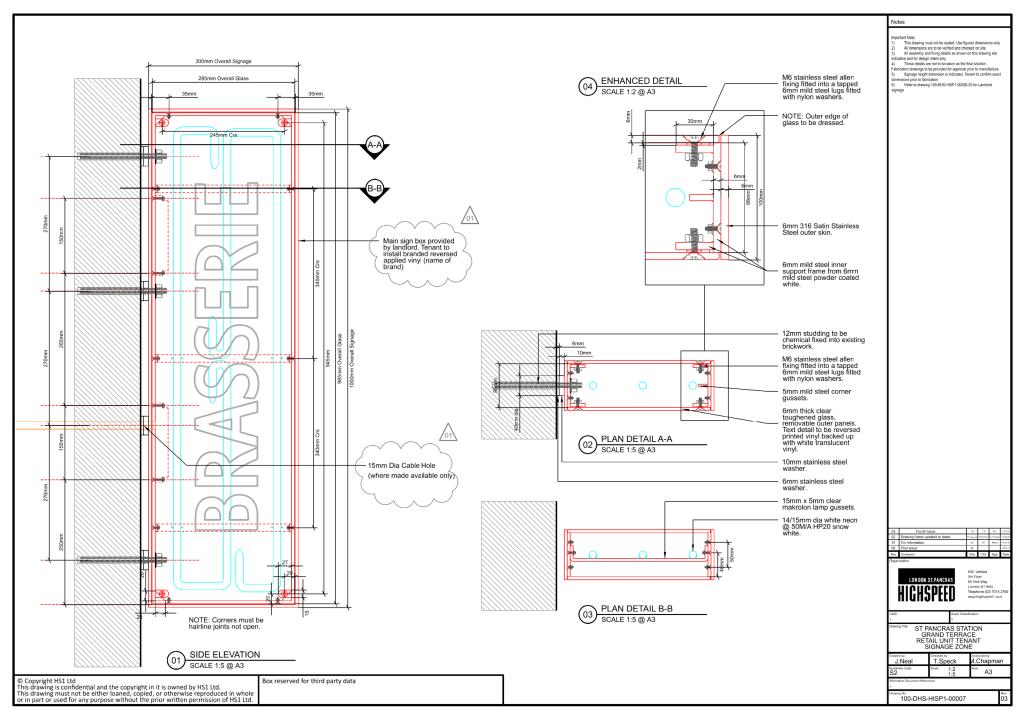




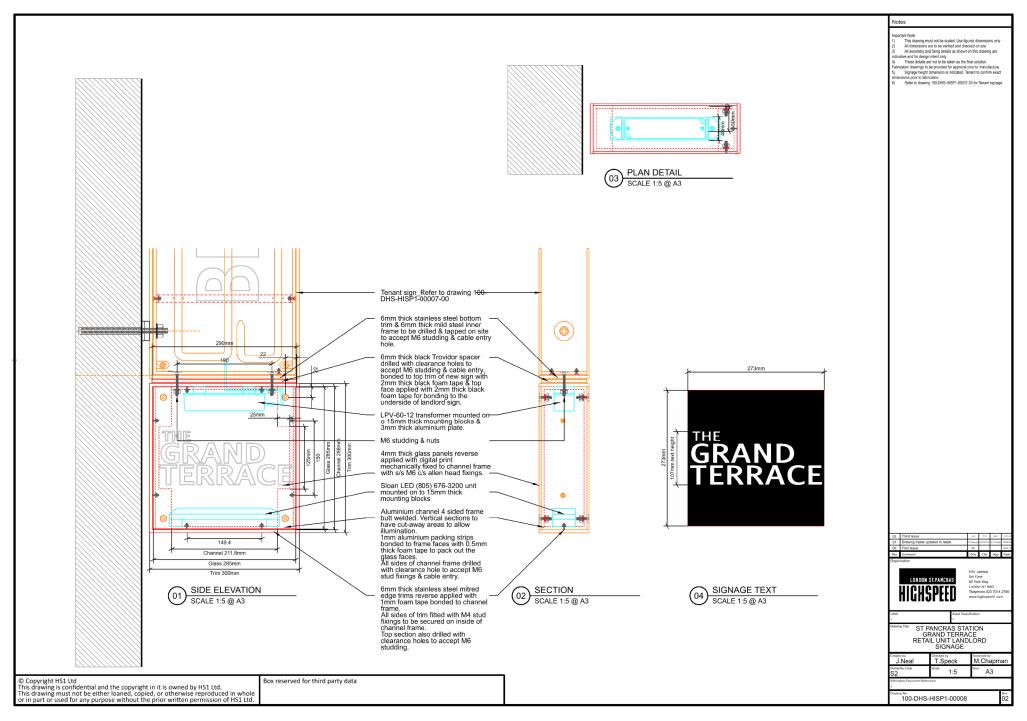




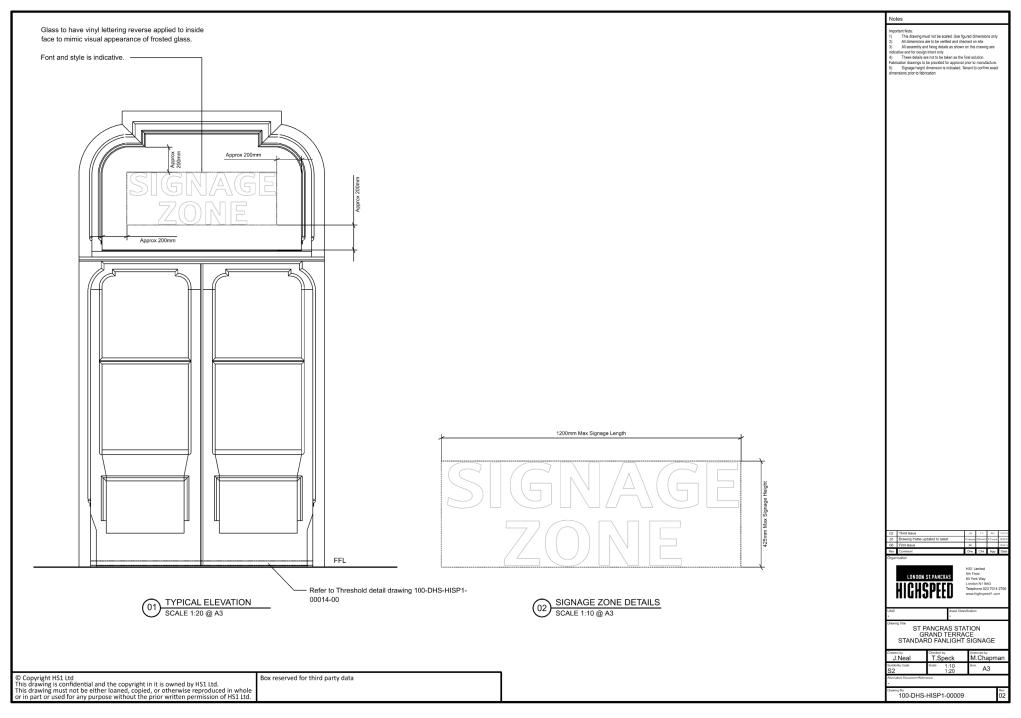




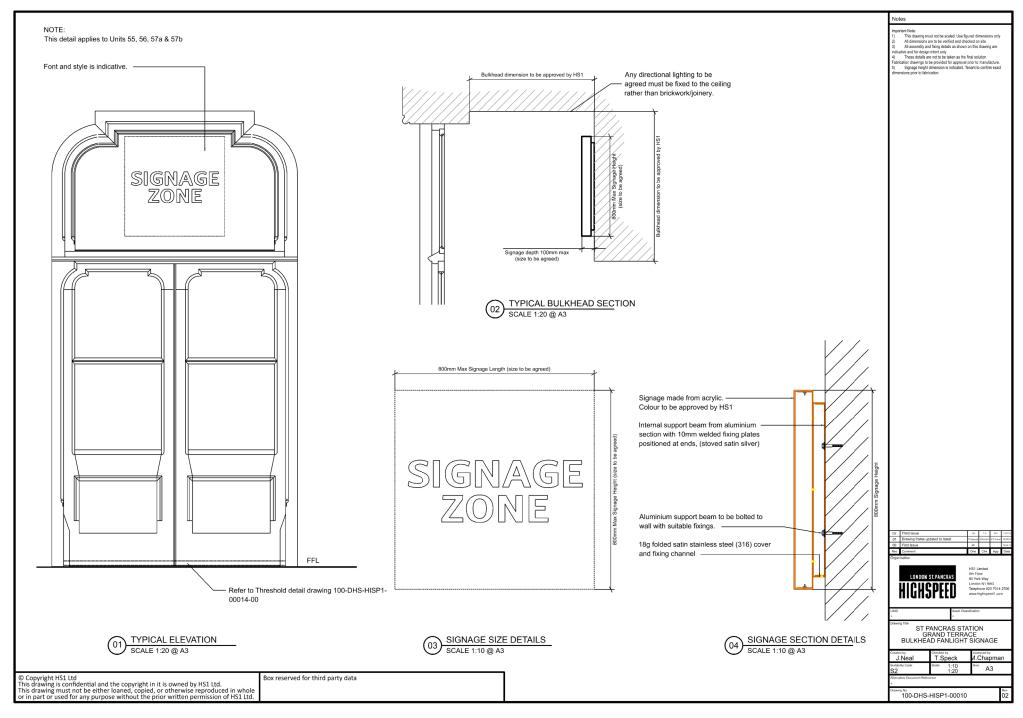




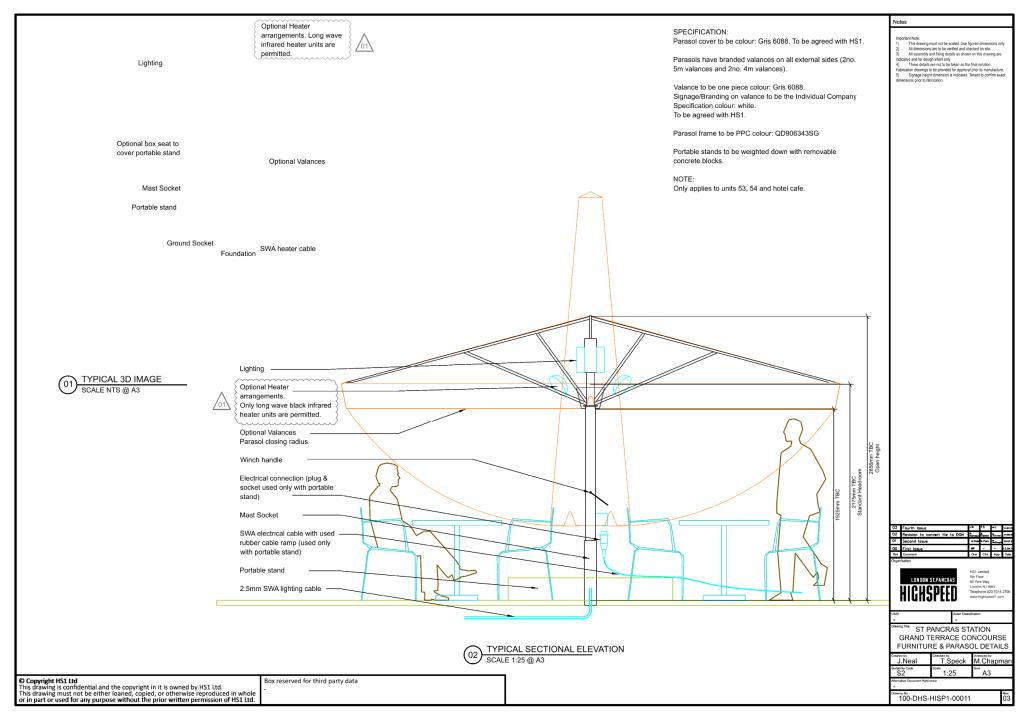




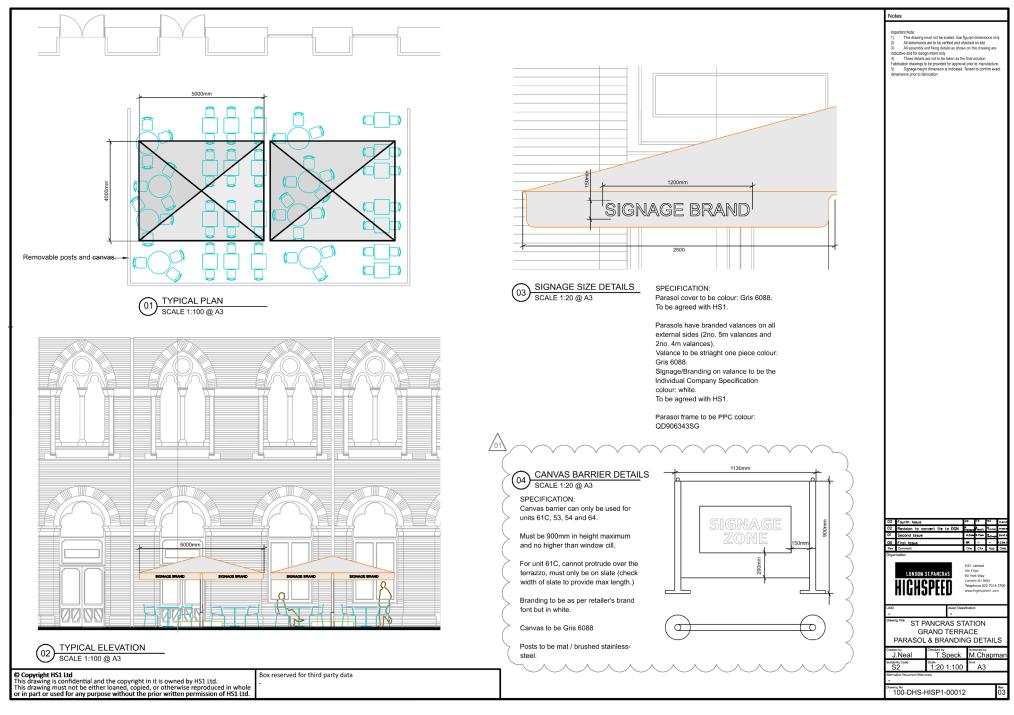




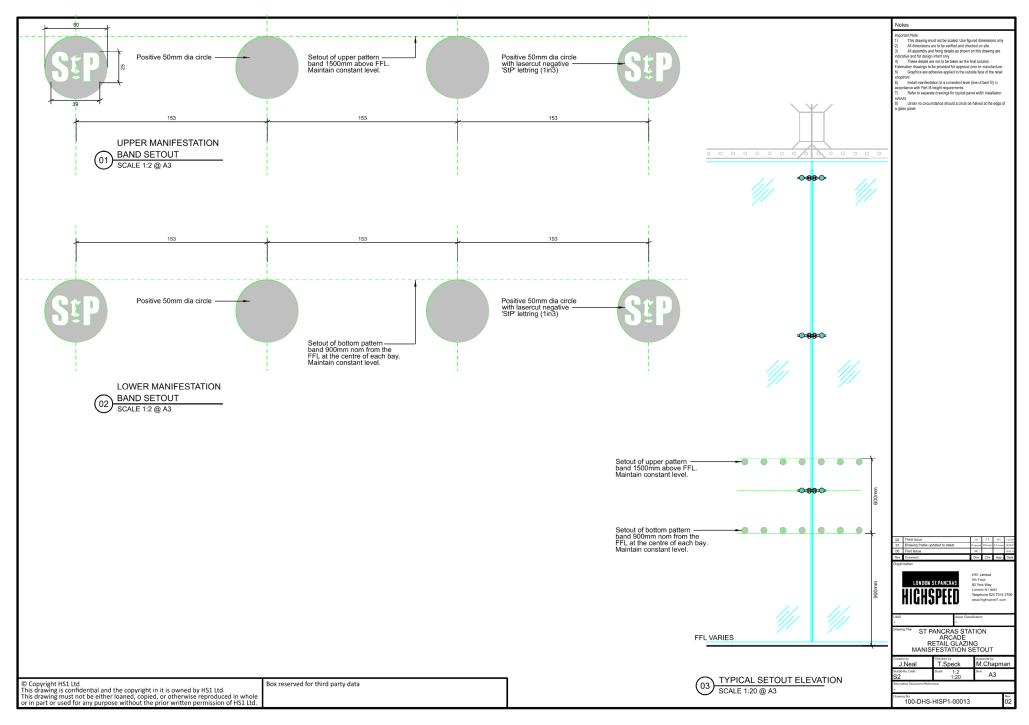




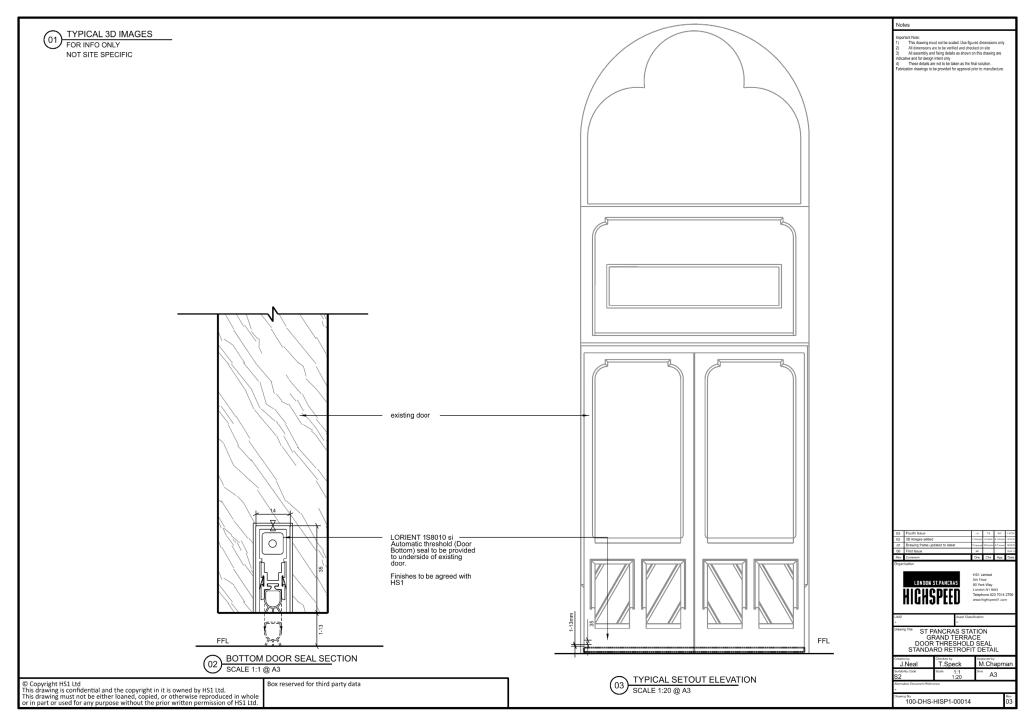




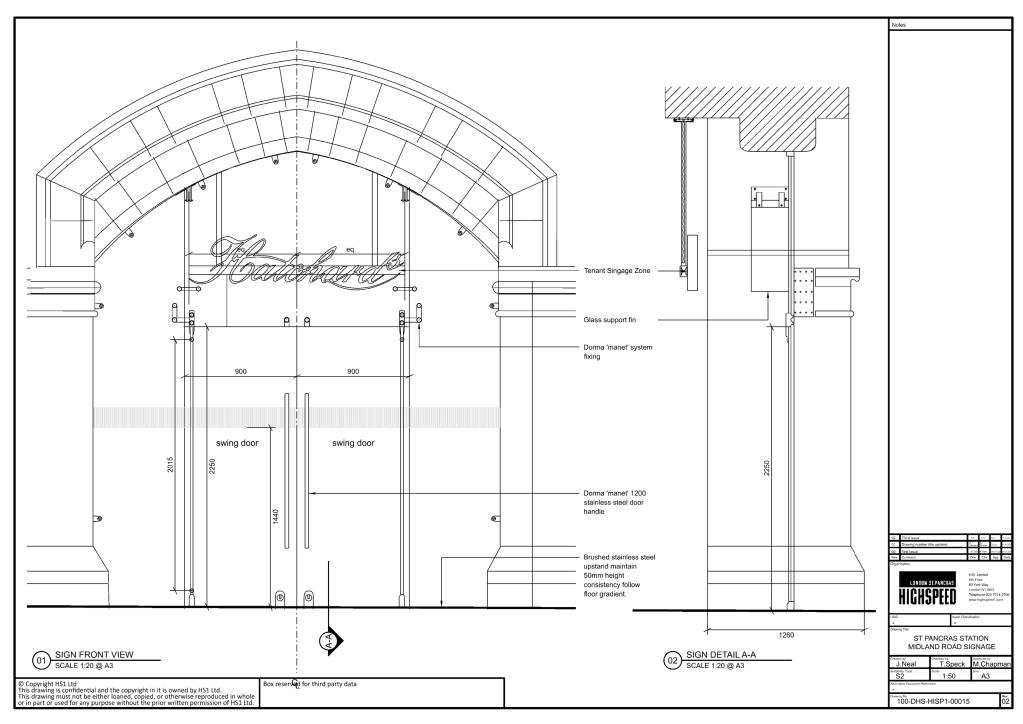




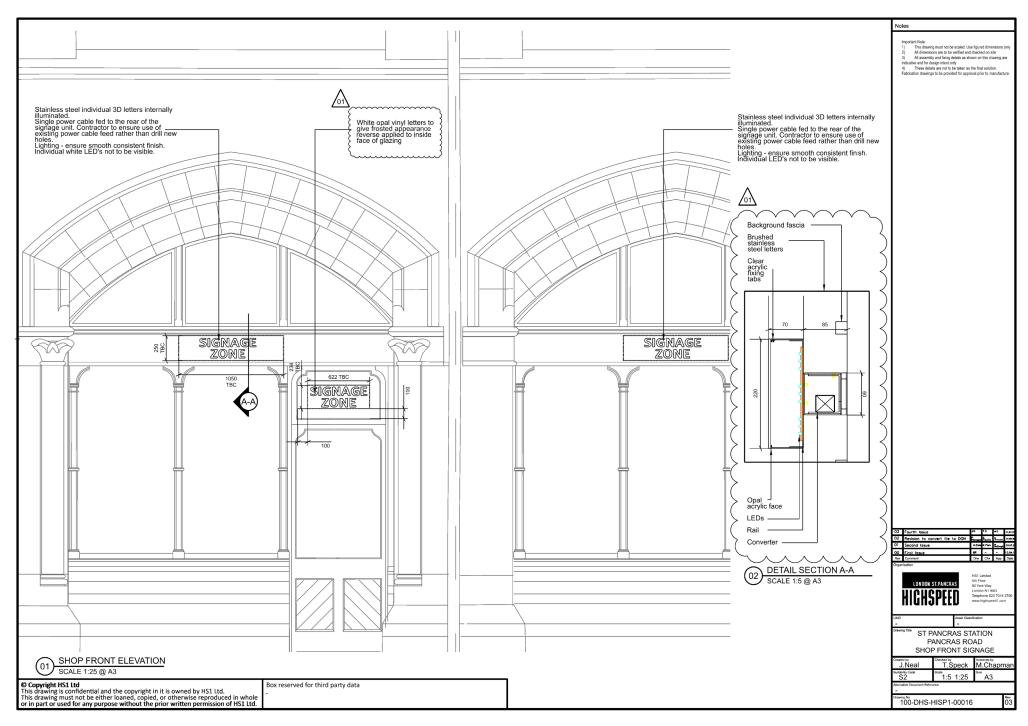




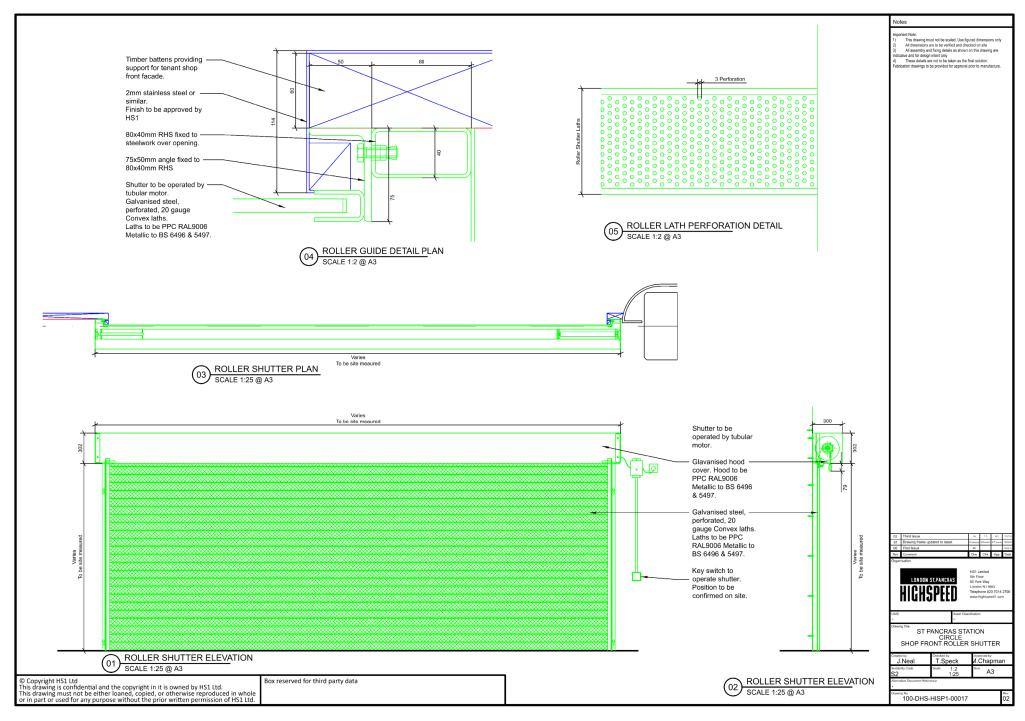




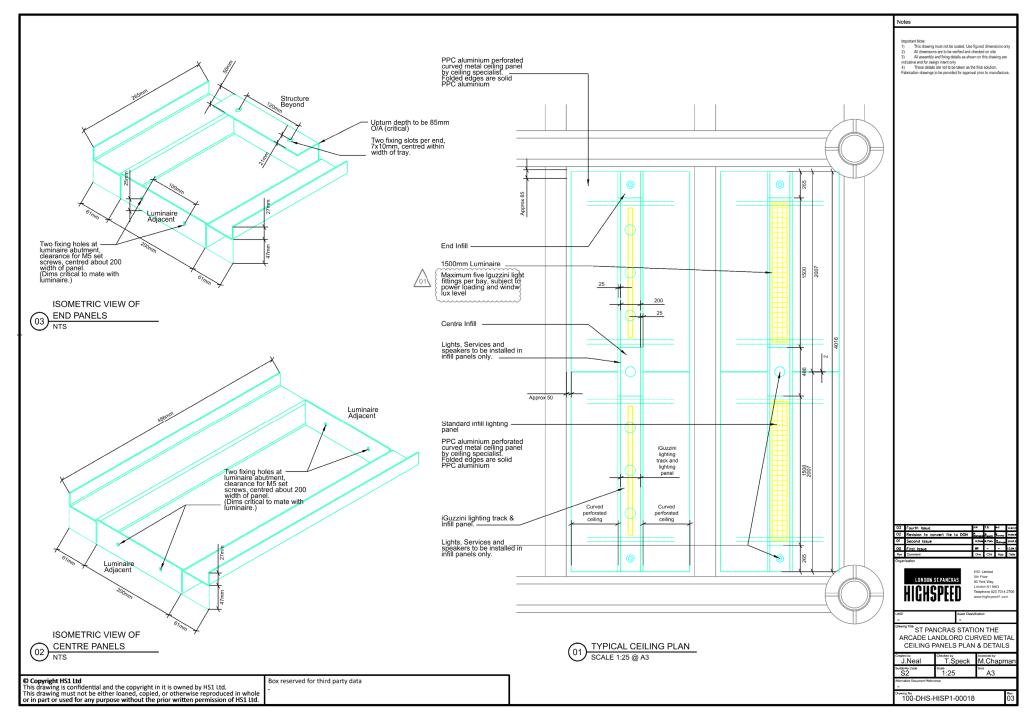




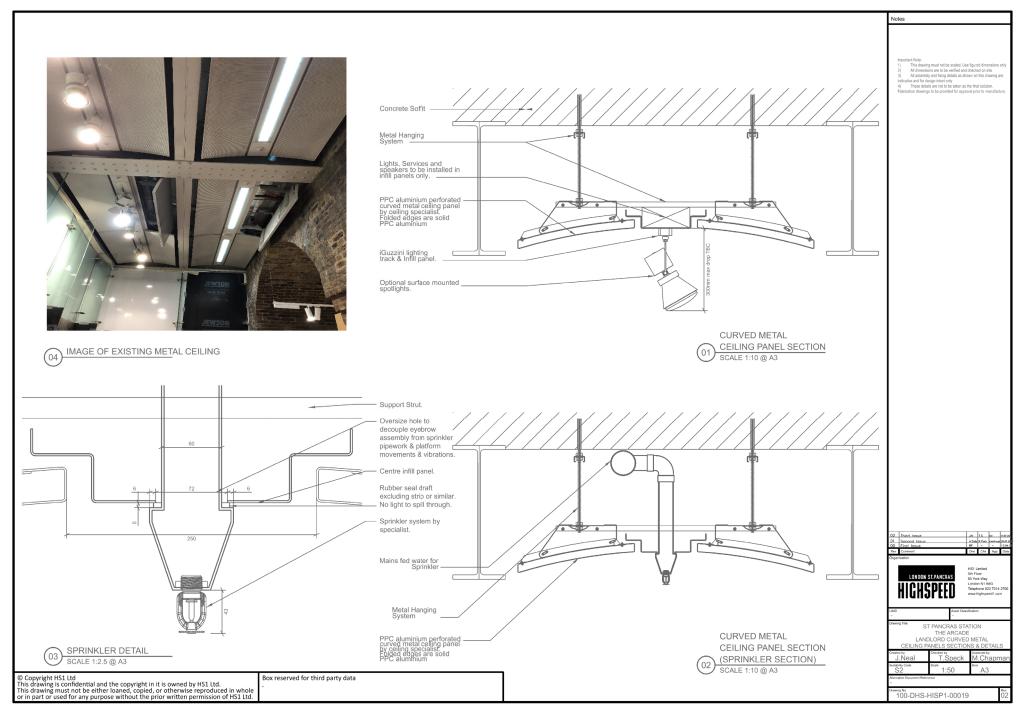


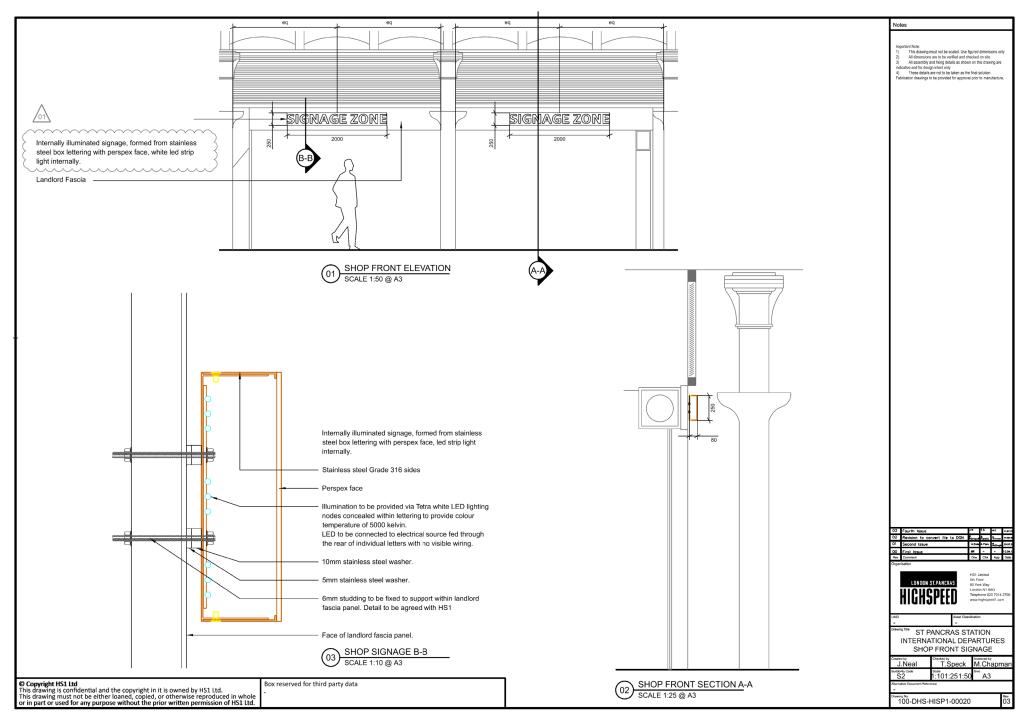




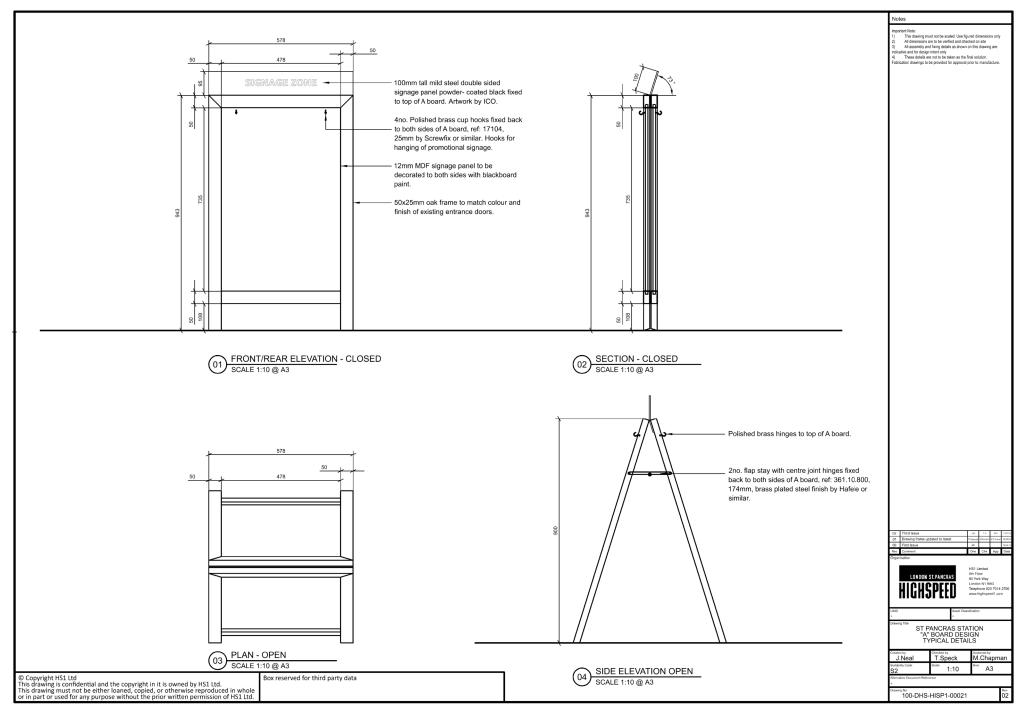


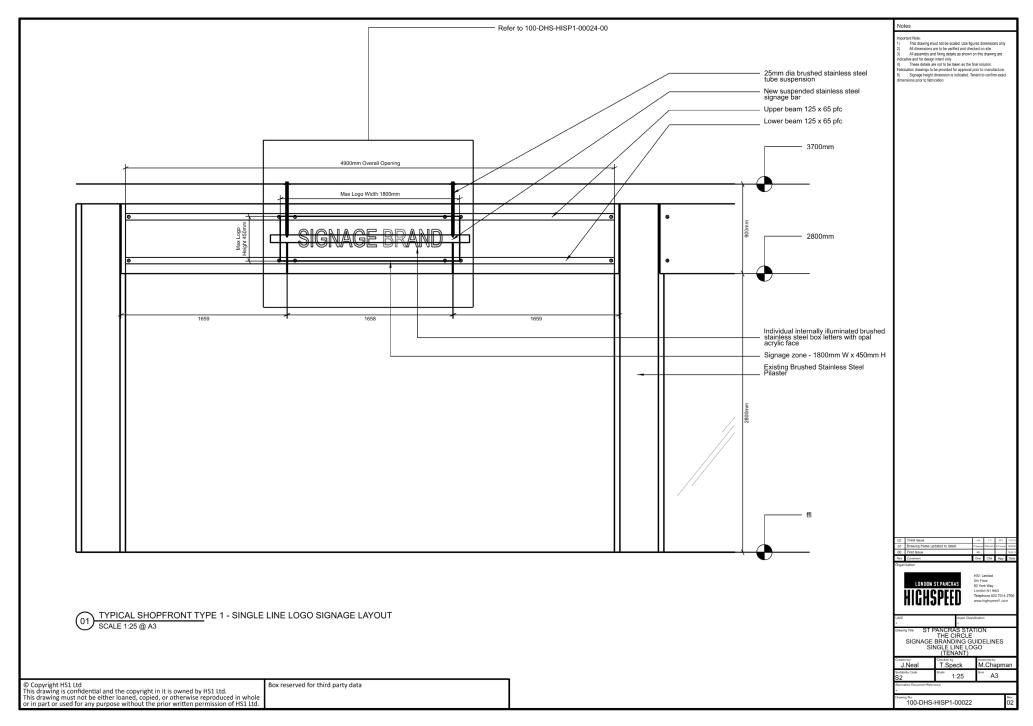




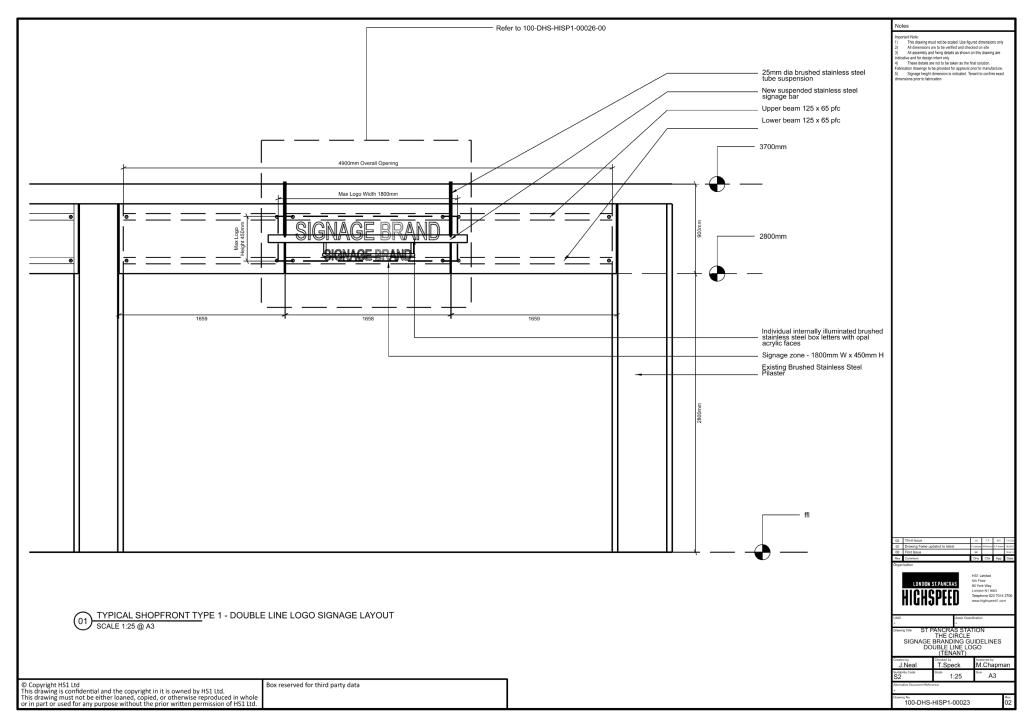




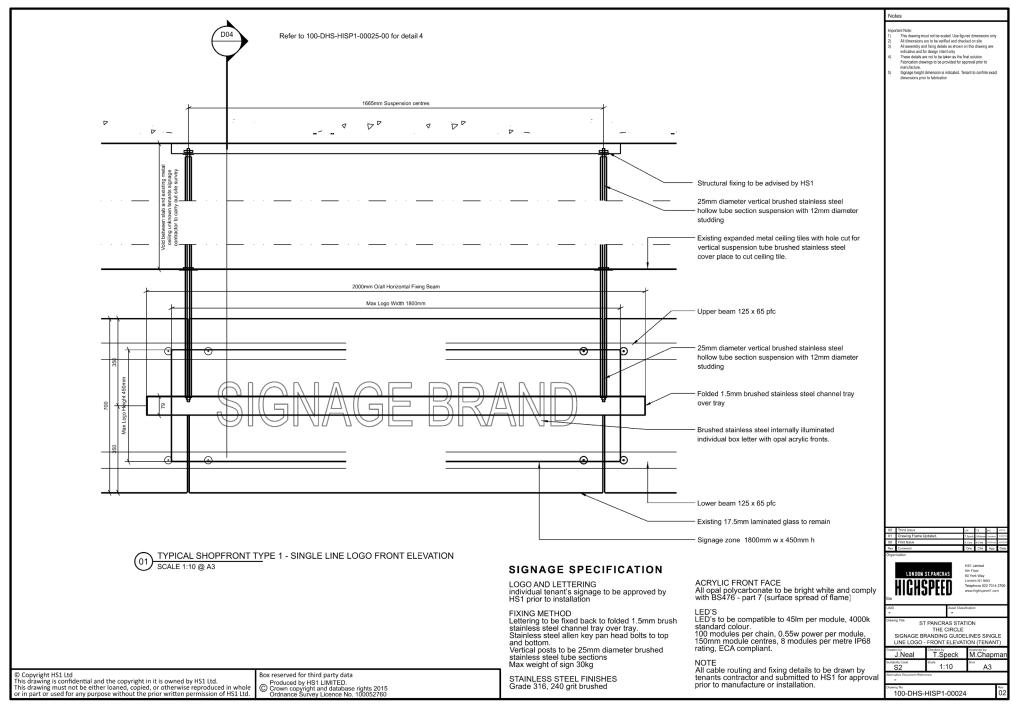




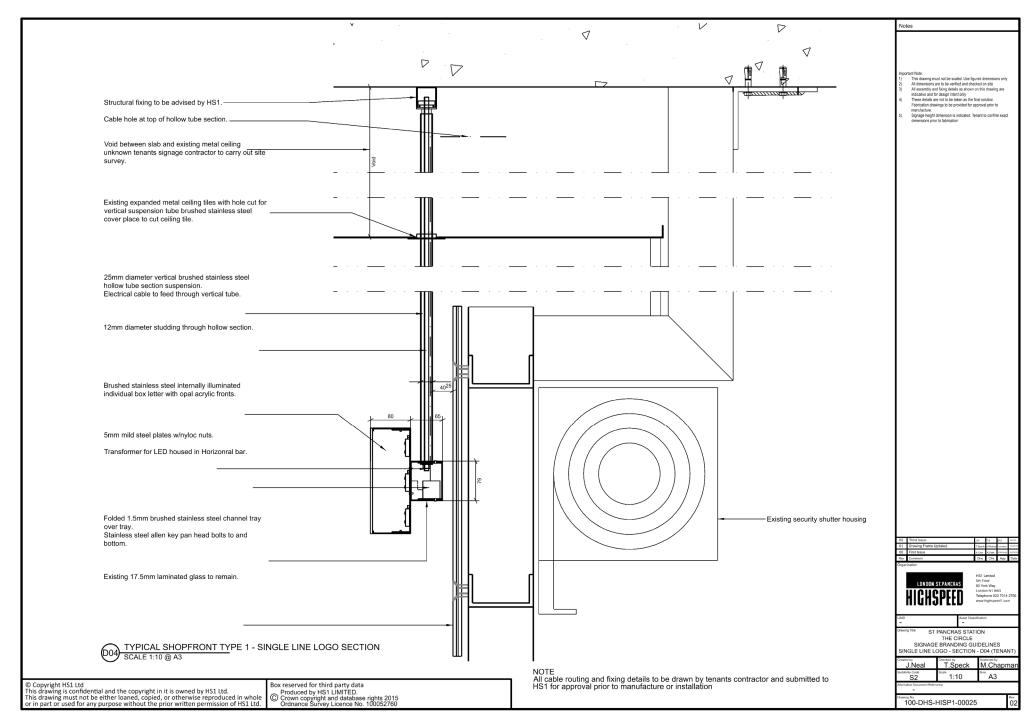




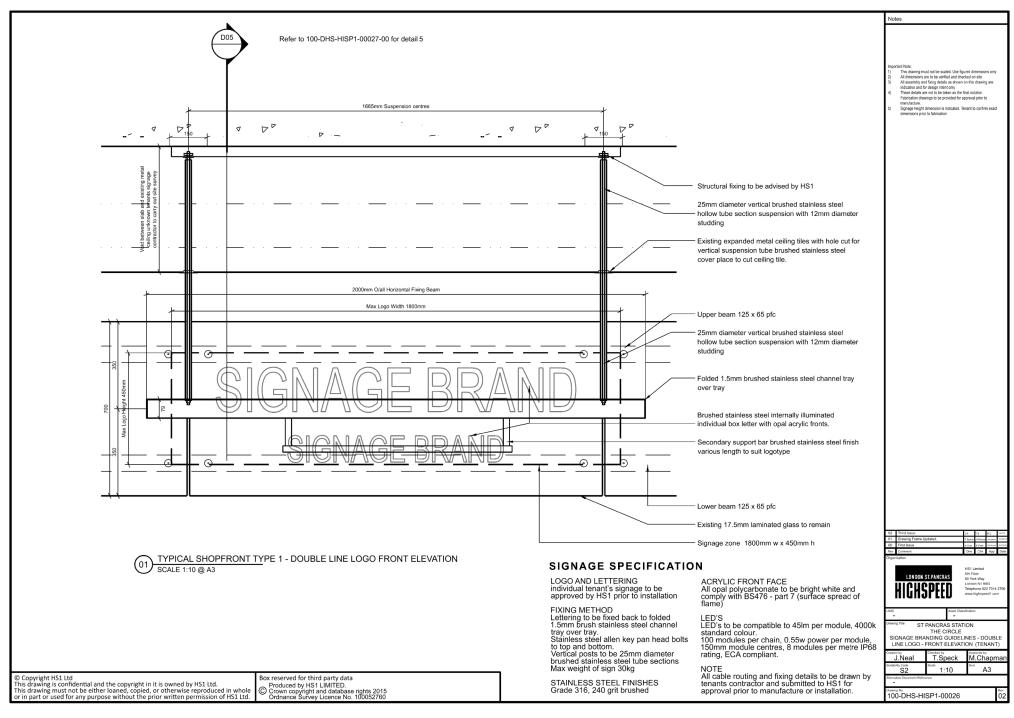




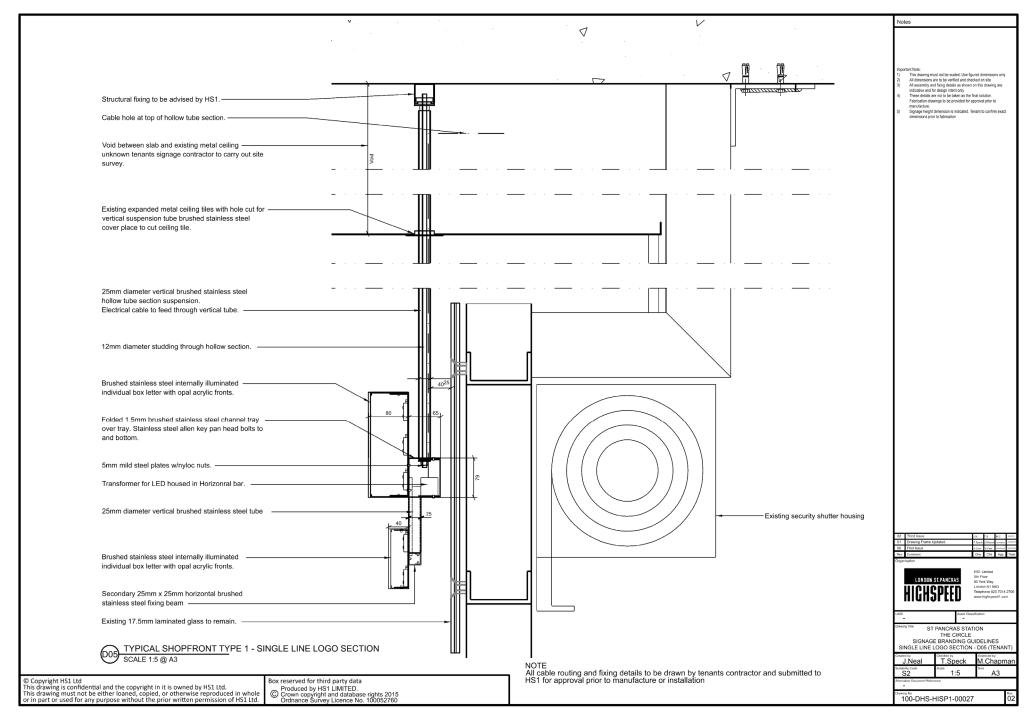




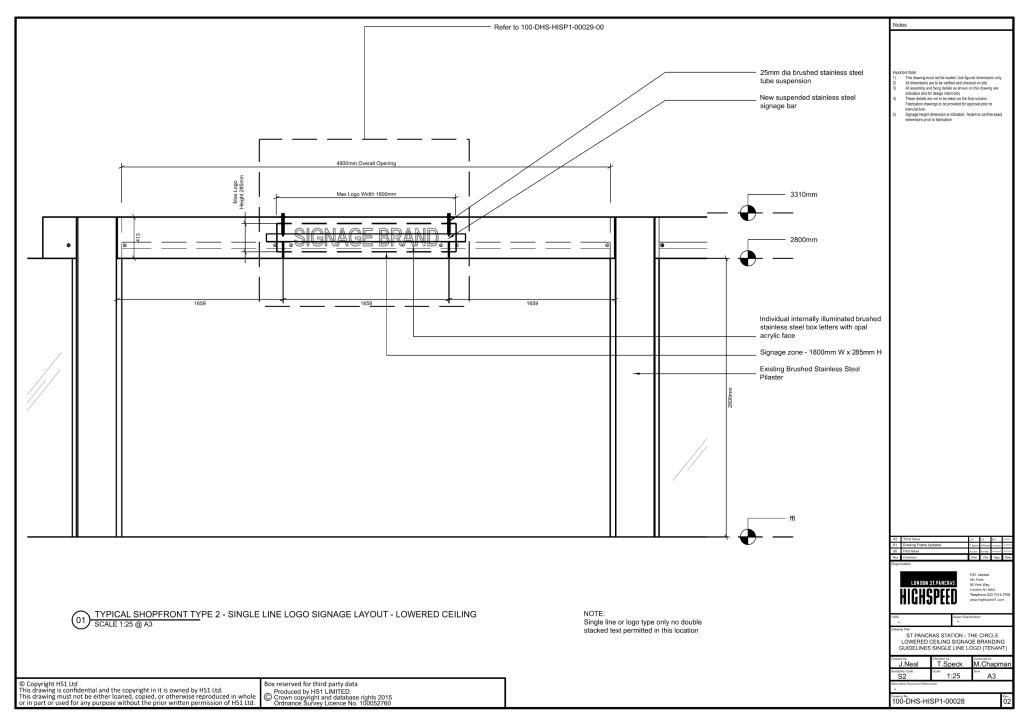




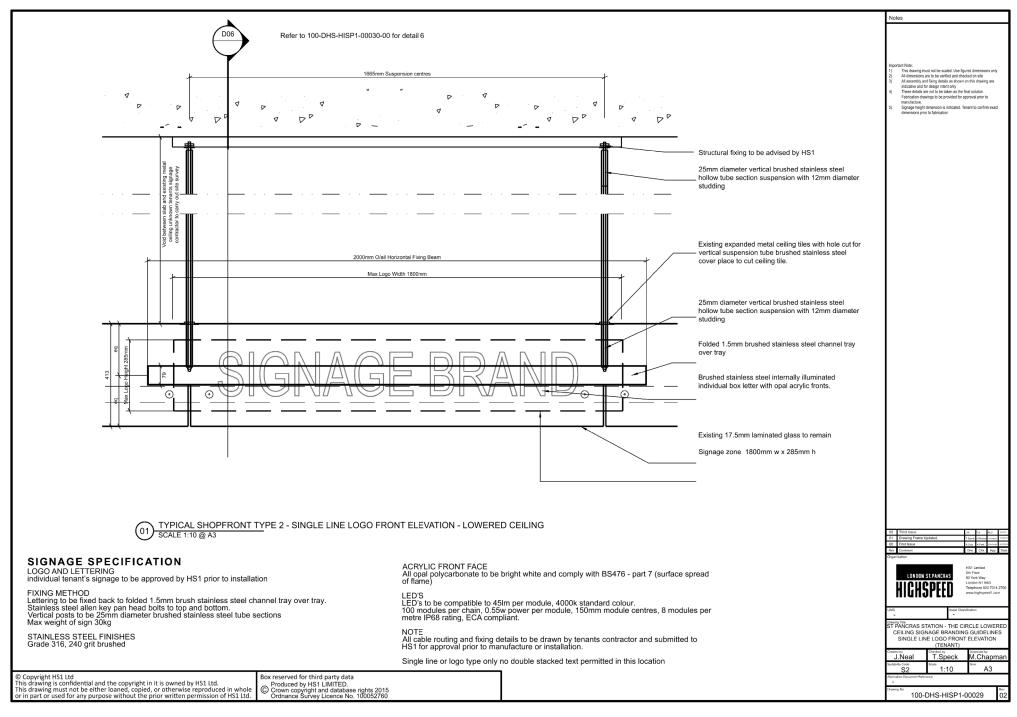




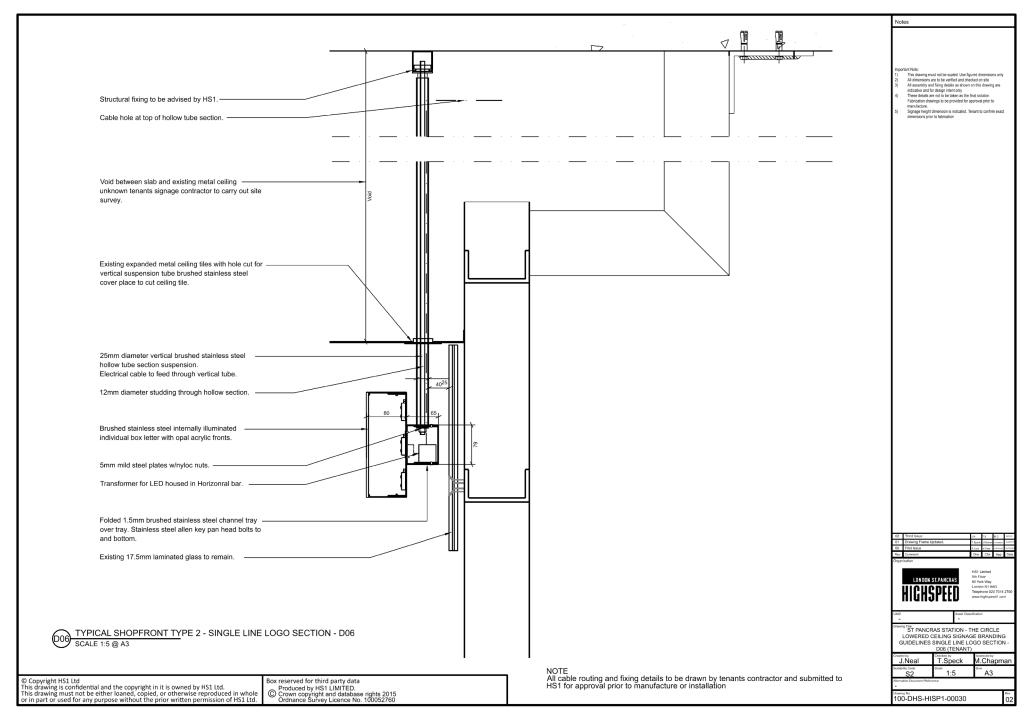




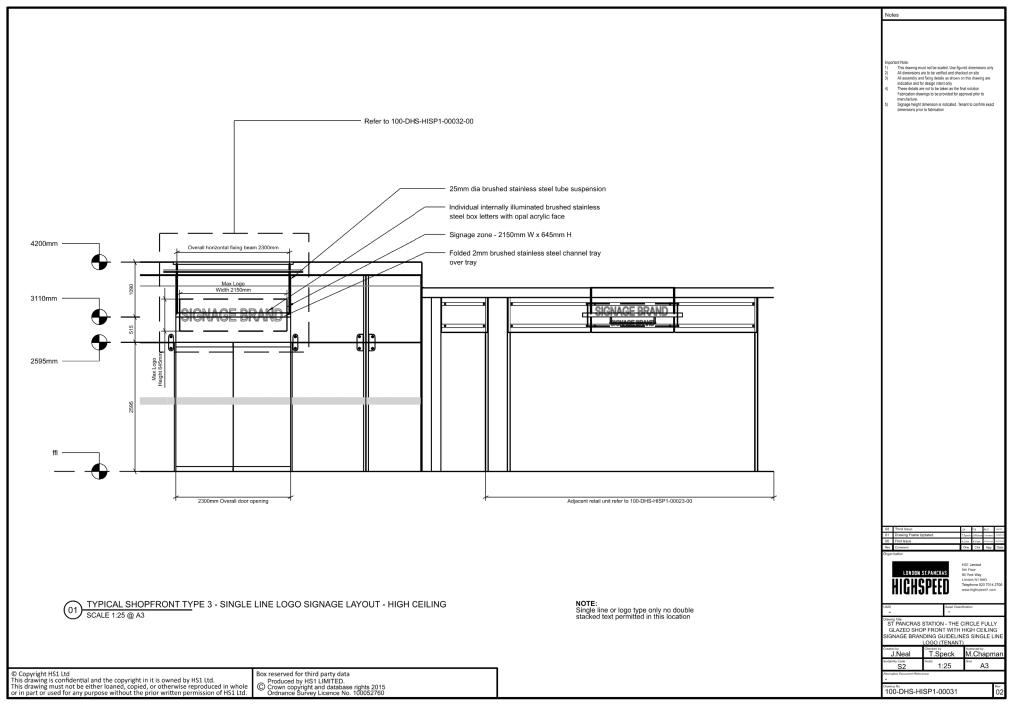




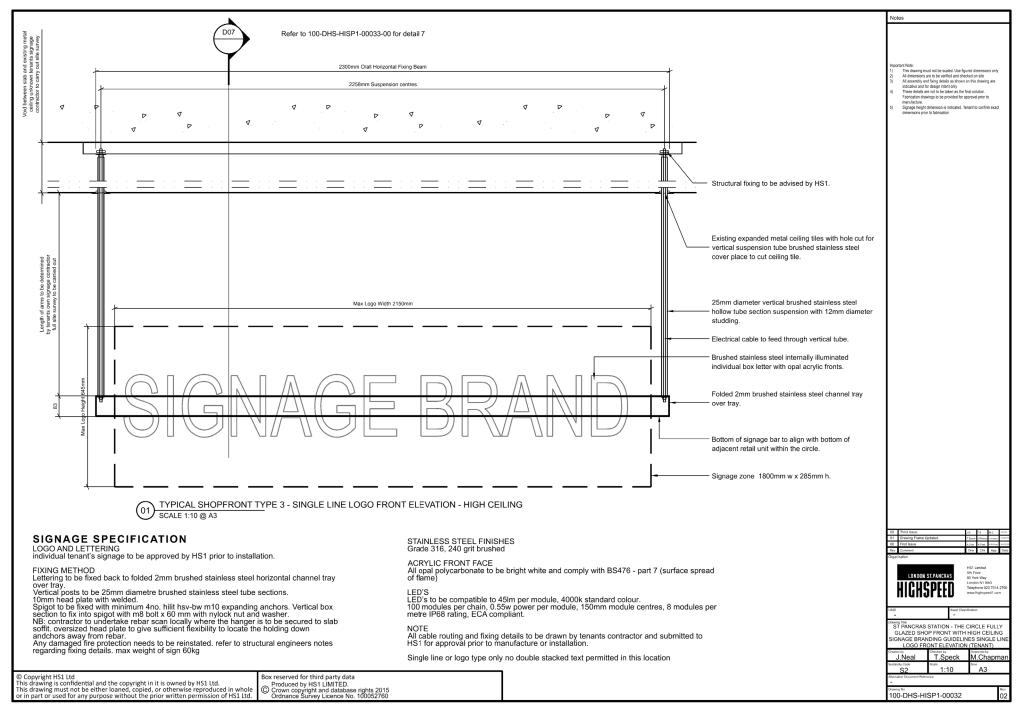




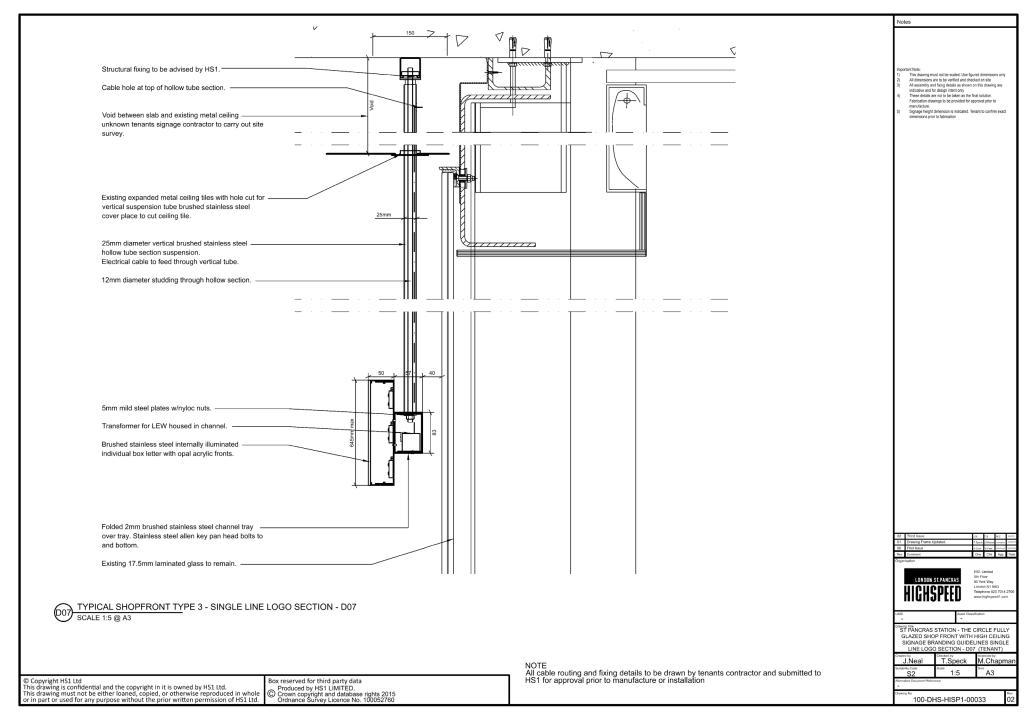




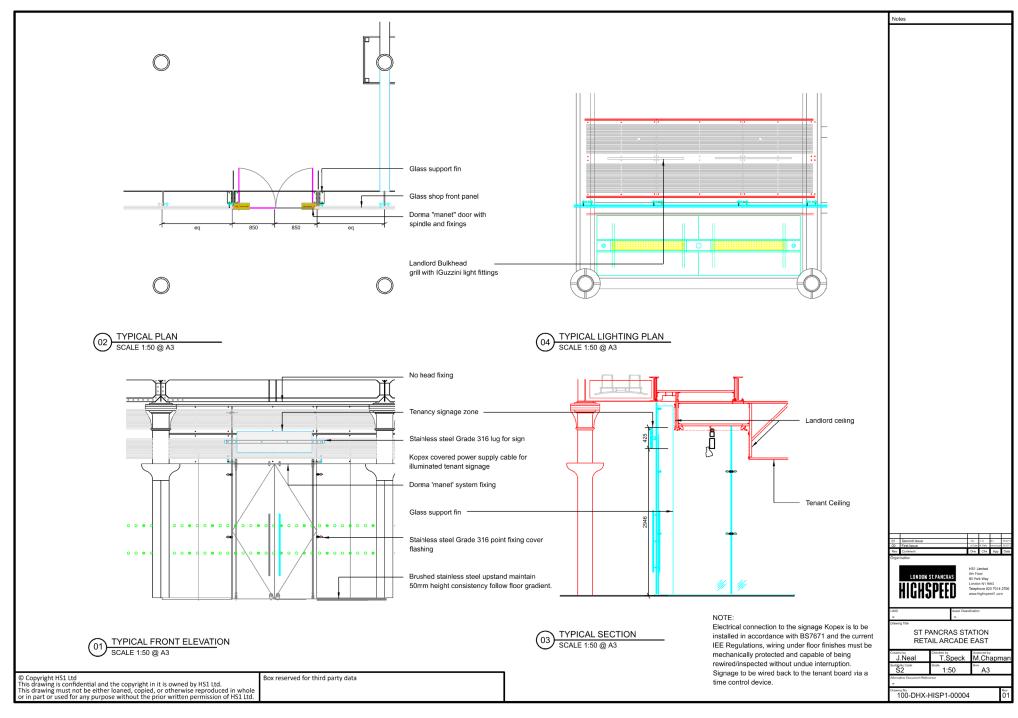


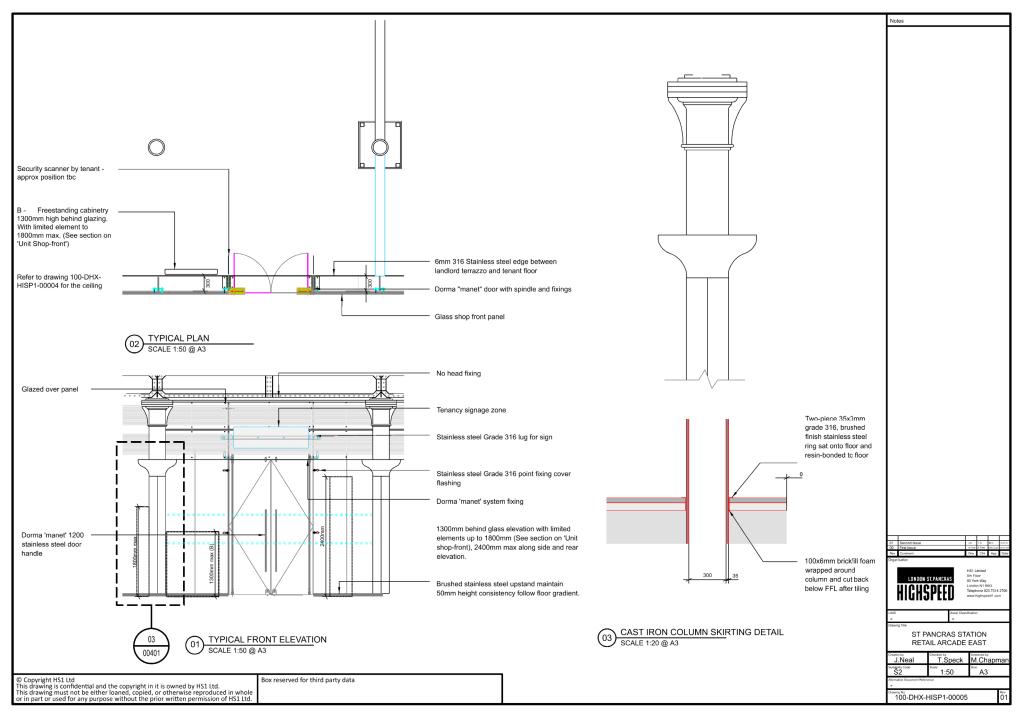




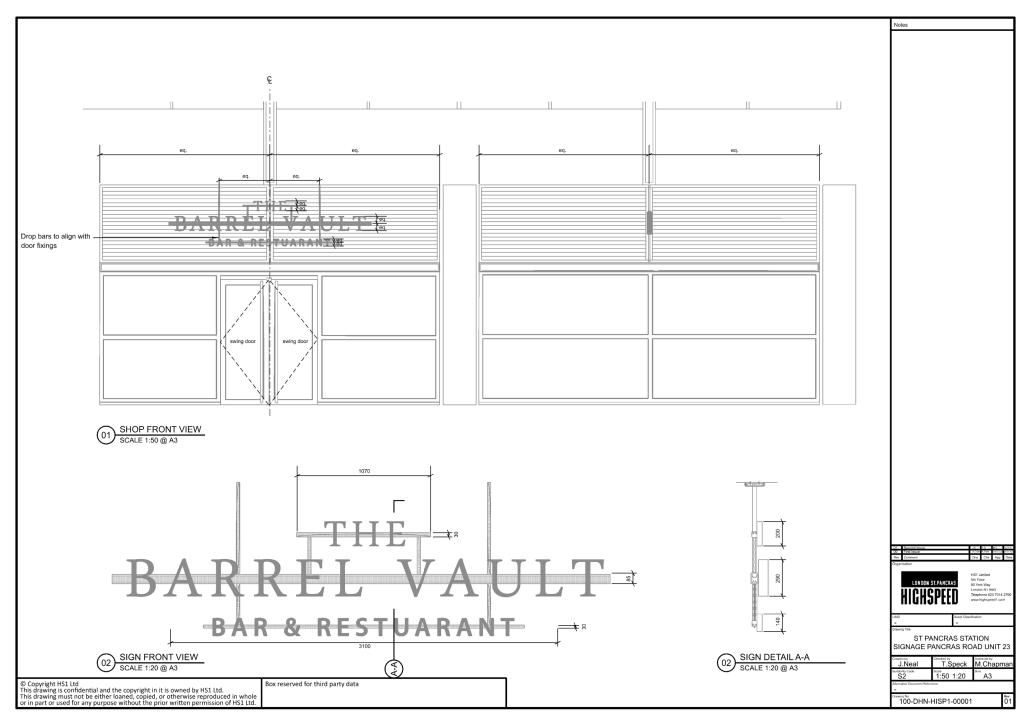




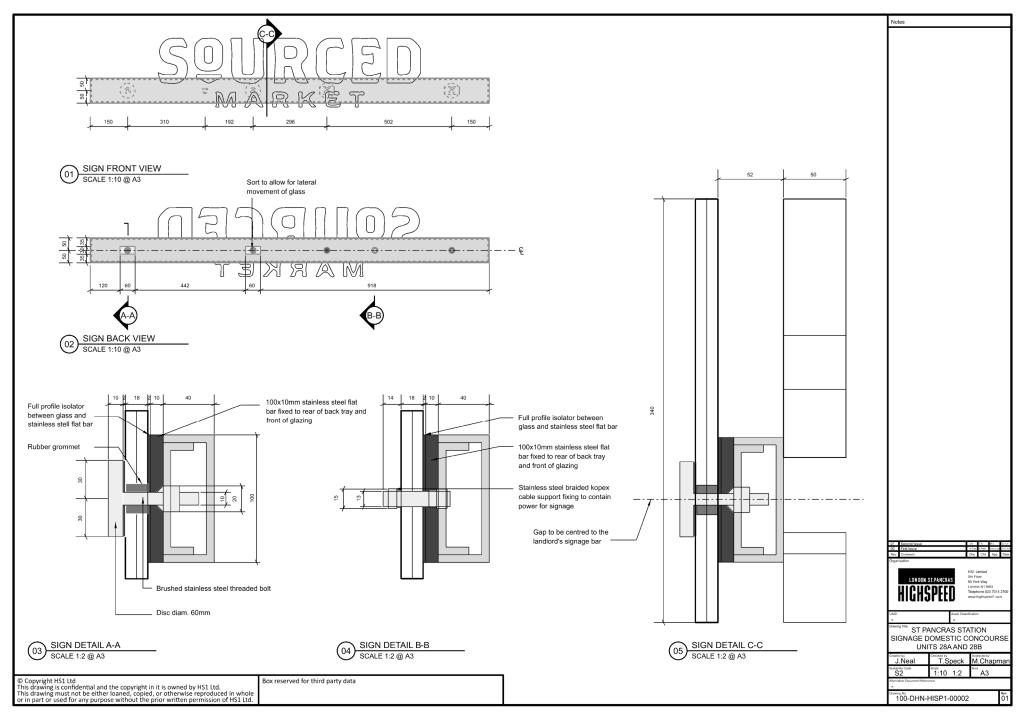




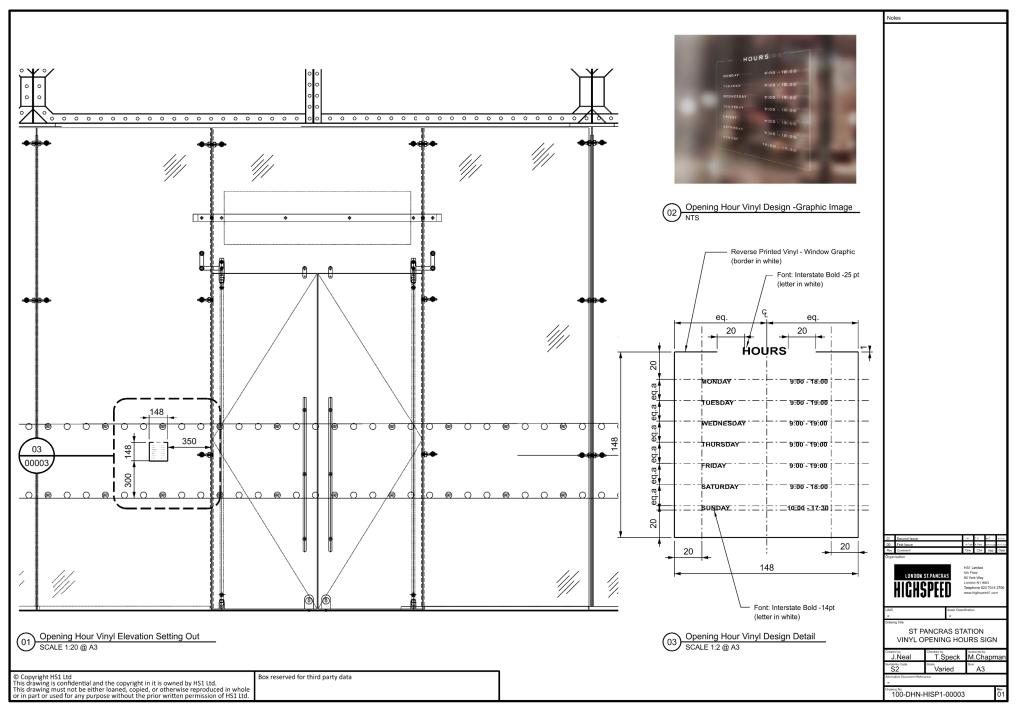


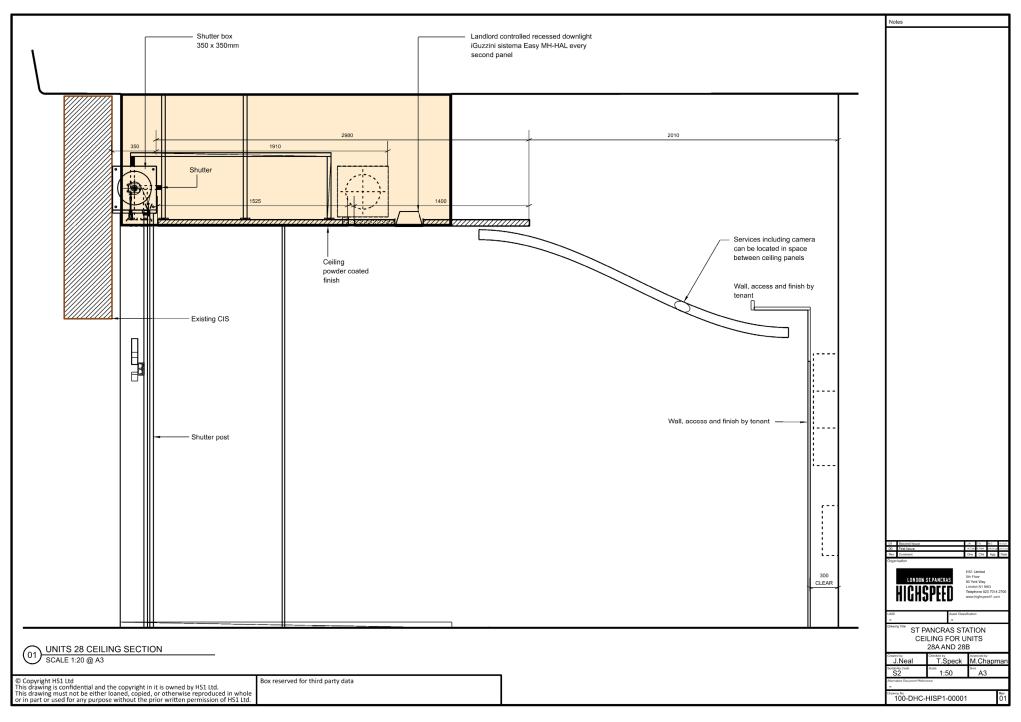




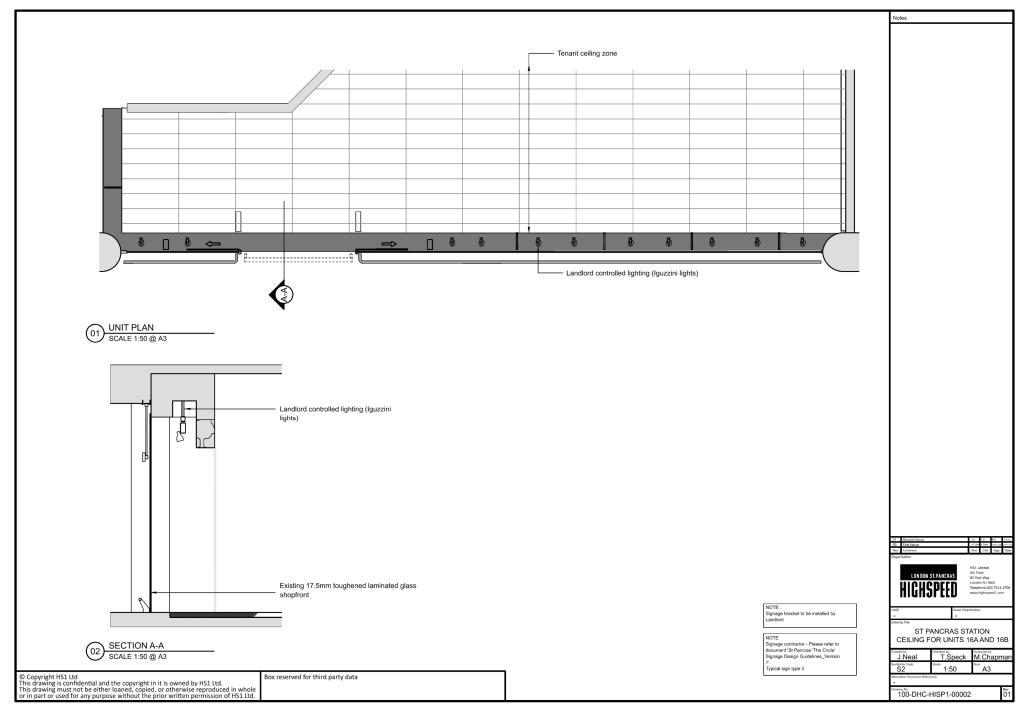


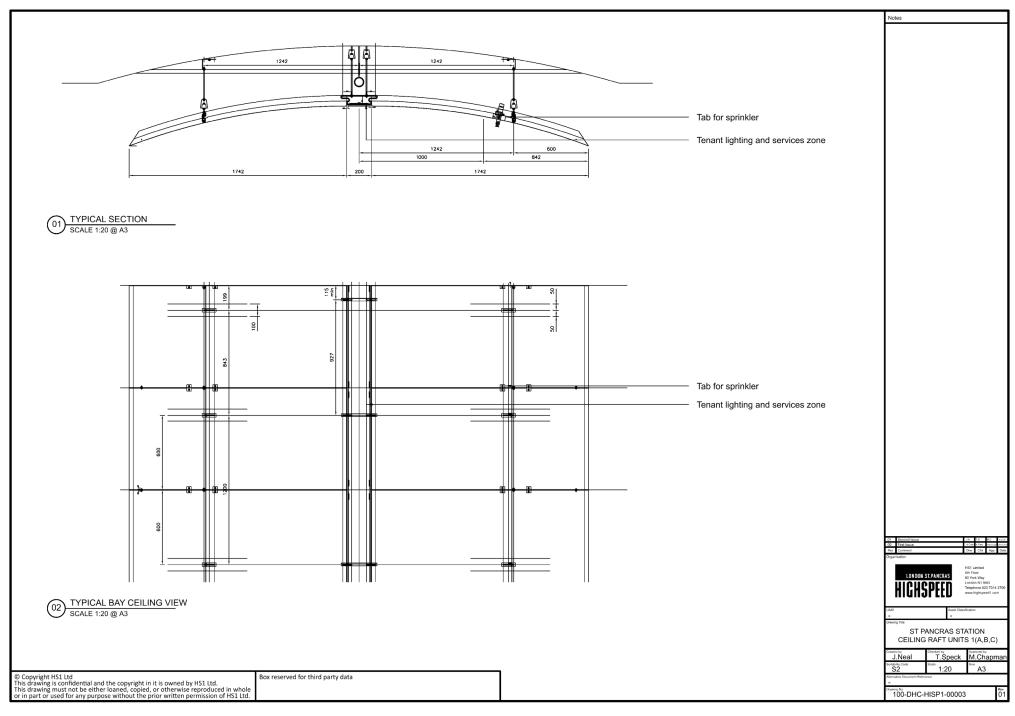


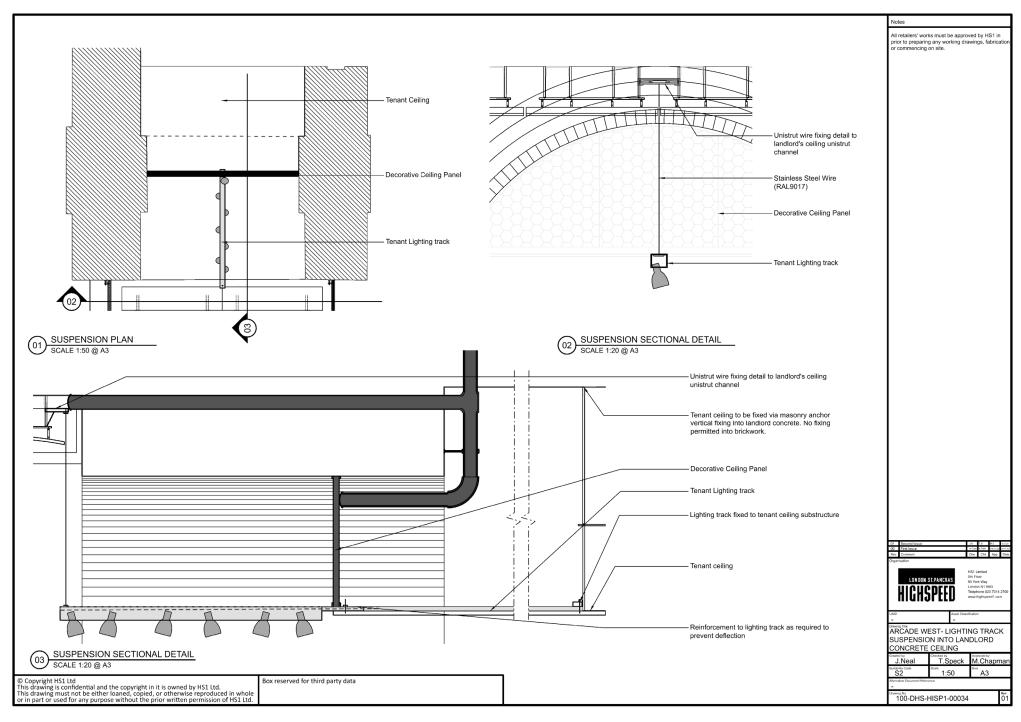




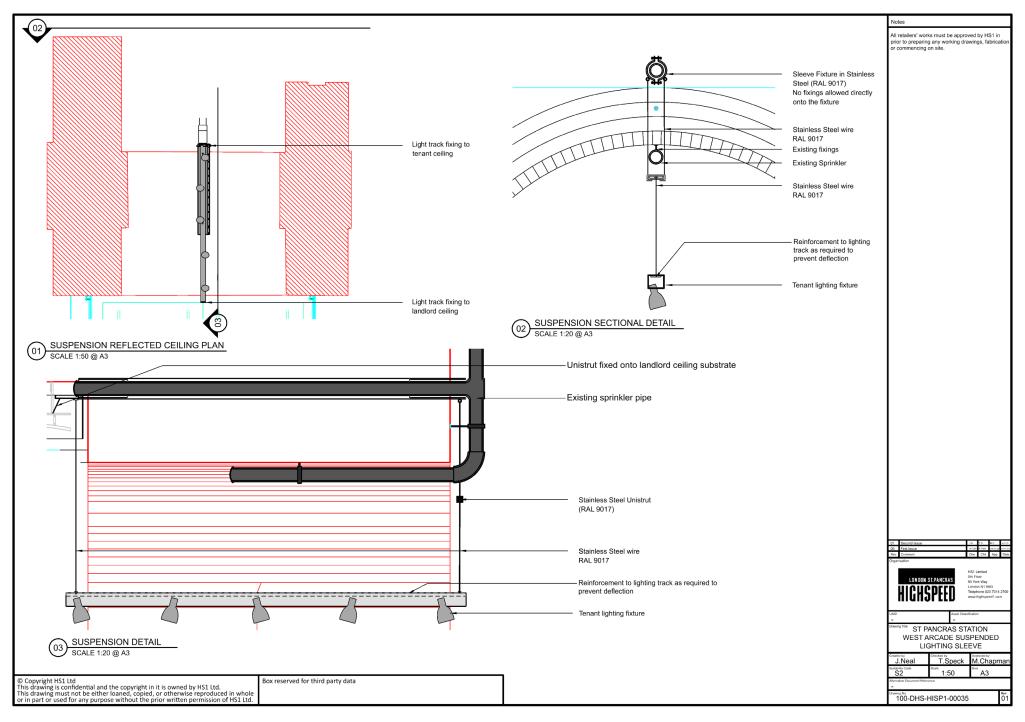




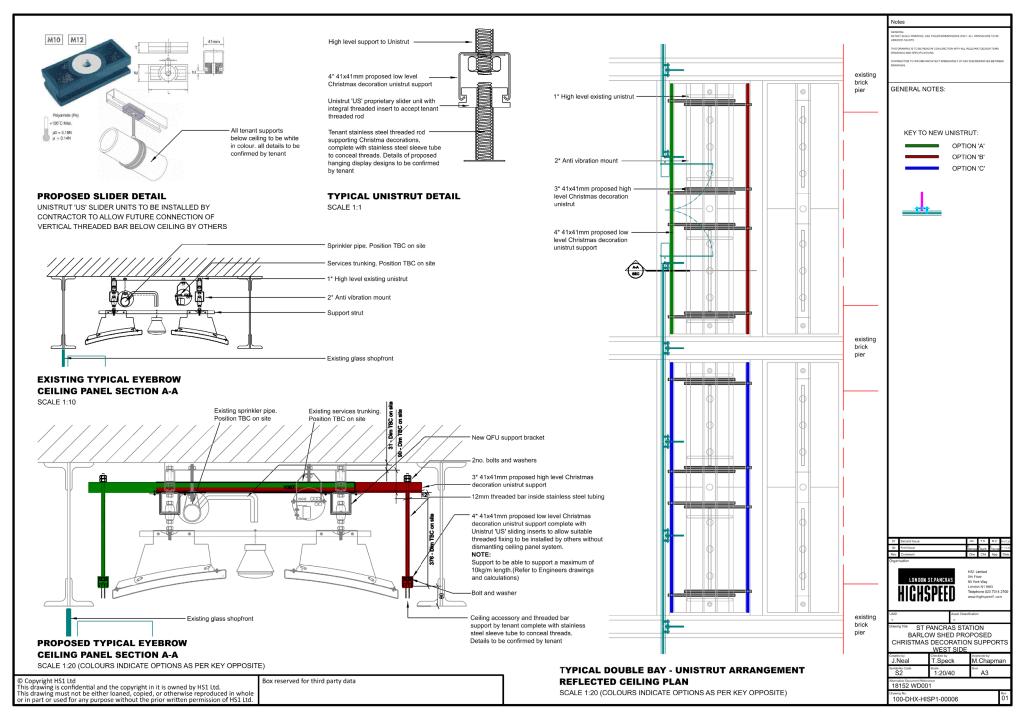




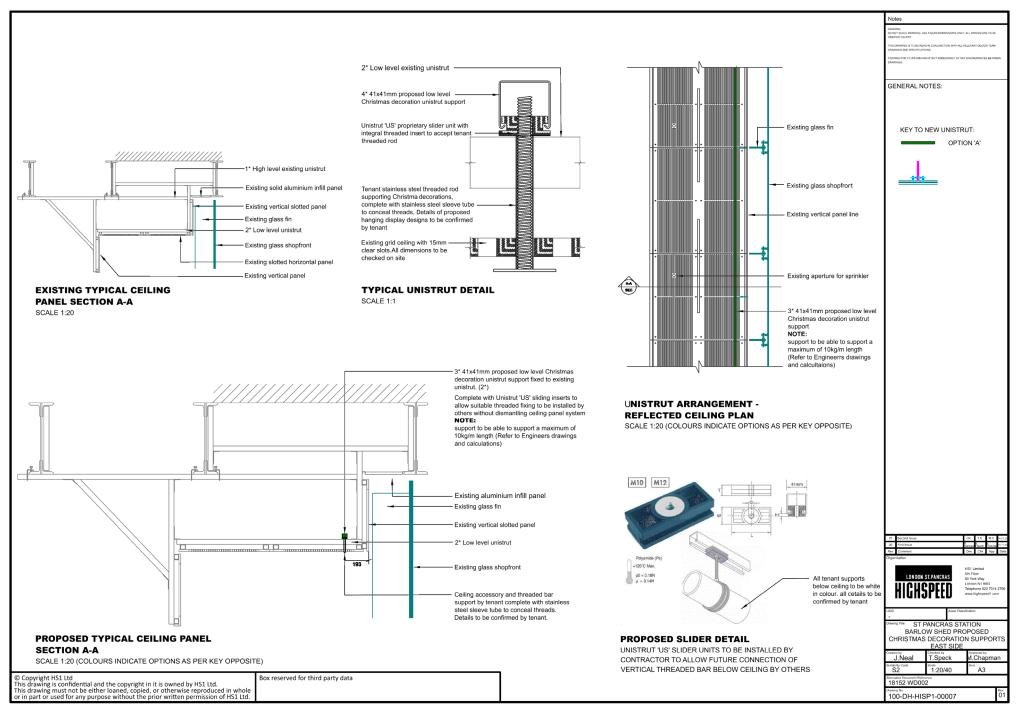


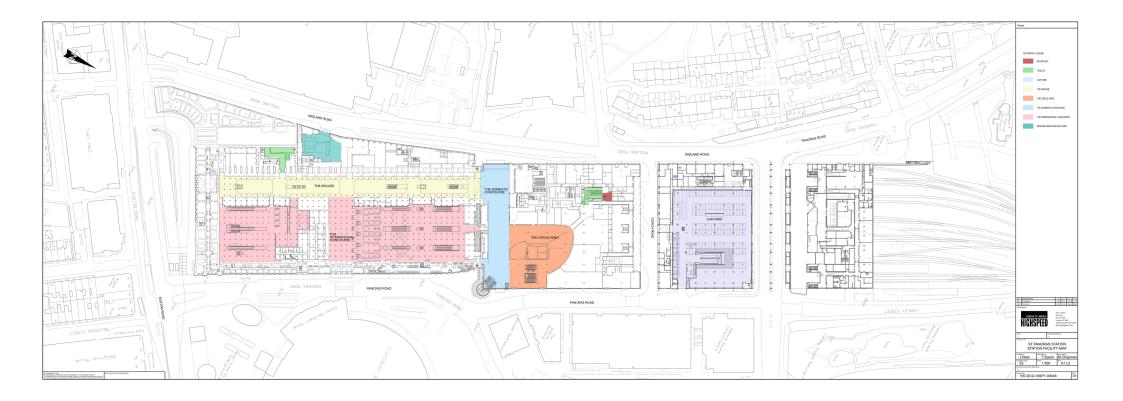












## LONDON ST.PANCRAS