

Ashford Train Maintenance Centre

Service Facility Description

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SE Trains Limited (“SETL”)

**Ashford Train Maintenance Centre Service Facility
Description**

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1 General Information

Introduction

1.1 SE Trains Limited (SETL) is the depot facility operator of one service facility, Ashford Train Maintenance Centre (TMC) located in South East Kent.

1.2 SETL's registered address is:

SE Trains Limited
Second Floor
4 More London Riverside
London
SE1 2AU
United Kingdom

Ashford Train Maintenance Centre address is:

Station Road
Ashford
Kent TN23
1EZ

What3words.com: send.homes.flats

All new contact in respect of access to Ashford Train Maintenance Centre should be directed in writing in the first instance to:

Finance Director and Company Secretary
SE Trains Limited
Second Floor
4 More London Riverside
London
SE1 2AU
United Kingdom

Email: legal@southeasternrailway.co.uk

1.3 As a minimum, a new access request contact should contain:

- Details of the Applicant, including phone and email contact details
- Access sought, including frequency
- Date of request
- Services sought
- Rolling Stock access is sought for, including length and weight

1.4 This document may be updated by SETL from time to time. It is published in the regulatory section of the HS1 Limited website: <https://highspeed1.co.uk/regulatory>

2025 v1

- 1.6 This document sets out:
- (a) the services available at TMC to Applicants;
 - (b) the conditions of access to such services; and
 - (c) how charges for making use of these services are to be calculated

after confirmation of technical compatibility of the rolling stock intending to use the facility, and the agreement of a contract for access between SETL and the Applicant.

- 1.7 SETL notes that, in producing this document, it has sought to highlight areas where most likely work and/or information may be required to access the TMC depot. It may be that, in the course of a specific application, additional areas are required to be covered.
- 1.8 In assessing applications and providing services SETL will comply with relevant legislation, including The Railways (Access, Management and Licensing of Railway Undertakings) Regulations 2016 (“The Railways Regulations”). SETL will communicate on progress with the Applicant throughout application assessment procedures. Should disputes arise that cannot be resolved between the Applicant and SETL, an appeal to the Office of Rail and Road (ORR) may be possible under Regulation 32 of the The Railways Regulations.

Glossary and Definitions

- 1.9 **Applicant:** Railway Undertaking / access seeking railway enterprise seeking access to TMC.
- 1.10 **CSPS:** Compatibility Scoping and Pricing Study
- 1.11 **SETL:** SE Trains Limited
- 1.12 **HS1:** HS1 Limited, the infrastructure manager of the UK’s high speed line consisting of track, four stations and associated infrastructure which links London to the Channel Tunnel.
- 1.13 **RU:** Railway Undertaking
- 1.14 **SDPR:** Service Delivery and Pricing Review
- 1.15 **TMC:** Train Maintenance Centre
- 1.16 **NRIL :** Network Rail Infrastructure Limited

2 Services offered at TMC

2.1 Overview of services available at TMC for Applicants.

Basic Services

2.2 The following services are offered at TMC:

- (a) Stabling on uncovered tracks in a secure facility
- (b) Servicing–
 - (i) Toilet discharge (including replacements of fluids)
 - (ii) Water top up
 - (iii) Replacement of sand
 - (iv) Visual inspection
- (c) Cleaning–
 - (i) Exterior cleaning (manually and/or by using the automatic carriage washer)
 - (ii) Interior cleaning
- (d) Security services
- (e) Maintenance, with the exception of “heavy” maintenance
- (f) Relief facilities (toilet facilities for drivers)
- (g) Heavy maintenance 23 shed road.

Additional Services

2.3 These additional services are offered at TMC:

- (a) Traction current
- (b) Pre-heating of passenger trains

Wheel services

2.4 The following wheel services are capable of delivery at TMC:

- (a) Wheel repairs
- (b) Ultra sonic axle testing
- (c) Bogie exchange
- (d) Re-profiling

3 Description of Ashford Train Maintenance Centre

Introduction

3.1 Ashford Train Maintenance Centre (TMC) is a purpose-built maintenance depot exclusively for a fleet of rolling stock. It is based in South East Kent. SETL is the Depot Facility Operator. The depot facility is leased by SETL from Network Rail Infrastructure Limited (NRIL). The depot is the depot for the maintenance for the SETL 395, 375/6, 466,465,377 fleet.

Rail access

3.2 TMC is accessed by rail exclusively via a spur from NRIL. It is connected to the UK classic rail network. Therefore, all rolling stock seeking to access TMC must be approved for operation on NRIL infrastructure.

3.3 HS1 publishes its conditions of access in its Network Statement available at <https://highspeed1.co.uk/regulatory/key-regulatory-documents> . It has also produced a guide for new applicants available at <https://highspeed1.co.uk/regulatory/access-new-operators>. These documents provide further information on track access, including HS1 contact details.

Currently supported rolling stock

3.4 The following types of rolling stock can enter into, manoeuvre within and exit from TMC as indicated:

- (a) Class 395 “Javelin” Gauged to enter yard and maintenance shed
- (b) Any Class rolling stock with an access agreement can enter the yard and lathe building

TMC Depot

3.5 The following tables list the details of and the facilities present at TMC.

Table 3.1: Information for accessing the site per road

Category	Response
Address	Ashford Train Maintenance Centre Station Road Ashford Kent TN23 1EZ UK
Opening time for accessing the site by road	24/7
Speed limit	10 & 5mph
Authorized gross vehicle weight	44 ton

Table 3.2: Information for accessing the site per rail

Category	Sub-category	Response
	Opening time for accessing the site by rail	24/7
	Nominal track gauge	1,435mm (UIC gauge)
	Maximum acceptable rail load	1,000 tons
	Nominal voltage feed	The normal traction supply to Ashford TMC is 750V DC with a 25kV AC test track connection.
	Local restriction relative to the allowed reduced load	None
	Local restriction due to the railway curve radius	Roads 1,2 & 3
	Local restriction relative to the gauge (<GA)	None
Length of the track	Longest track usable (m)	350m
	Shortest track usable (m)	120m
	Longest covered track usable (m)	120m
	Shortest covered track usable (m)	40m
Electrification	Number of tracks which are completely electrified	
	Number of tracks which are partially electrified	
	Number of tracks not electrified	1 x wheel lathe road
	Longest electrified track (m)	350m
	Shortest electrified track (m)	Refer to above
	Longest non-electrified track (m)	
	Shortest non-electrified track (m)	
	Longest covered electrified track (m)	
	Shortest covered electrified track (m)	
	Longest covered non-electrified track (m)	
Shortest covered non-electrified track (m)		

Table 3.3: Information relative to the maintenance facilities

Category	Sub-category	Response
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Track enabling access to the underneath of a set (Single pit)	Number of tracks with a "Single pit"	5 x 120m shed roads 2 no single pits (wheel lathe shed and external 12 road)
	Maximum length of the pit	120m
Track enabling access to the side and underneath of a set (Triple pit)	Number of tracks with a "Triple pit"	None
	Maximum length of the "Triple pit"	None
Roof access	Number of tracks with roof access facility	Roof access - 4 roads total of 120m each

Category	Sub-category	Response
	Maximum length of the roof access	120m
Roof visit	Number of tracks fitted with facilities to carry out a roof visit	x4
	Maximal length of the gangway for roof visit	120m
Electric feed	Number of tracks with 1500V power supply	None
	Number of tracks with 220/380V power supply	5 x shed roads and 1 x 110dc supply for powered hand tools.
Number of bogie lifting facility		x2 (22 and 23 roads)
Facilities to lift trainsets	Number of tracks fitted with a simlift	x0
	Number of tracks fitted with a sim lift with a length <= 50m	1 lift road 6 car lift
		0
	Number of tracks fitted with a sim lift with a length > 50m	0
		0
	Longest length which can be lifted	0
	Shortest length which can be lifted	0
	Maximum number of lifting cap / jacks per track	0
	Minimum number of lifting cap / jacks per track	0
	Maximum weight which can be lifted with the biggest lifting facility	0
Maximum weight which can be lifted with the smallest lifting facility		
Crane	Number of tracks with a crane facility	Wheel lathe 20t Main shed stores 12t Main shed x 5 1.5t
	Maximum weight which can be lifted with	

	using the biggest crane	
	Maximum weight which can be lifted with using the smallest crane	
	Biggest height below crane (for the biggest crane) Biggest height below crane (for the smallest crane)	
Number of bogie table	Number of track with a bogie table facility	
	Maximum weight which can be lifted with the biggest bogie table	
	Maximum weight which can be lifted with the smallest bogie table	
Presence of mobile lifting platform for people		x2 scissor lifts
Is there any wheel lathe facility?		Yes

Table 3.4: Information relative to the cleaning facility

Category	Response
Number of tracks with cleaning facility	9 x CET roads in total
Number of tracks with water connection to be used to clean the sets	CWM x 2
Number of tracks with LDA / CET facility	As above
Number of track with a car wash facility	As above

Table 3.5: Information relative to the logistics installation

Category	Response
Number of tracks for sand replenishment	Sand replenishment in shed only
Number of tracks with a fixed facility to replenish windscreen cleaning liquid	Fixed system on 4 shed roads only
Number of tracks with a fixed facility to replenish cooling liquid	
Number of tracks with fixed facility for oil replenishment	Oil away and delivery system 2 no roads.

3.6 At the time of publication, there are currently no planned changes to the technical characteristics or any temporary restrictions to capacity of TMC which could have a major impact on its operation. Applicants considering seeking access are advised to contact SETL in advance to confirm the latest position.

4 Access and charges

Introduction

- 4.1 This section sets out how compatibility with TMC will be established, and prices of specific services are to be calculated. All prices will be in GBP and exclusive of VAT.
- 4.2 The price of each service will depend on factors including:
- the particular characteristics of the Applicant’s rolling stock, and
 - the nature of services requested.
- 4.3 An application for access and services must be in writing. As a minimum, to commence the process it must contain the information set out in paragraph 1.3 above, and be made toashfordwheelathe@southeasternrailway.co.uk. Depending on the content of the contact and the nature of the request, it may be necessary for SETL to request further information in order to proceed with a request. Applicants are encouraged to provide as much information as is possible in their initial contact as this will assist with the following process. Where the rolling stock seeking access is already authorised to operate on NRIL Infrastructure, applicants may provide this as part of their application (evidence required is set out in 4.15 below).
- 4.4 Each new application for services will lead to a detailed three step study, the Compatibility, Scoping and Pricing Study (CSPS), to determine –
- (a) Technical compliance of the Applicant’s rolling stock with NRIL Infrastructure.
Only if the Applicant can demonstrate technical compliance with NRIL Infrastructure will the next step of the CSPS be initiated.
 - (b) Technical compatibility of the Applicant’s rolling stock with the infrastructure in TMC (permanent way and covered facilities).
Only on successful demonstration of the compatibility of the Applicant’s rolling stock with the track and facilities in TMC will the third stage of the CSPS be launched.
 - (c) How each requested service will be delivered and priced, including establishment of service.
- 4.5 These steps are further described in the next subsection.
- 4.6 All costs of a CSPS, including those of SETL and any external resource that may be required by SETL for the purpose of the CSPS (for example specific technical expertise), will be borne by the Applicant.
- 4.7 Throughout the process the Applicant will be required to promptly –
- (a) Provide all proofs of technical compliance with / homologation on NRIL Infrastructure as requested.
 - (b) Provide all necessary data (specifications, certificates, licences etc) and details of personnel that will be responsible for the application process, access contract and/or who will access TMC).
 - (c) Cooperate fully with SETL in good faith and a timely manner in the carrying out of the CSPS. This includes, but is not limited to, in response to any requests for further information that may be necessary during the study, and in respect of any credit check required.
- 4.8 Section 5, “Access Conditions”, provides information on the contractual procedure for an Applicant to gain access to TMC once the CSPS has been completed with agreement on which

services offered by SETL at TMC are to be used by the Applicant, and the associated prices for scheduled access to TMC and for these services, which will form part of the contract.

- 4.9 Nothing in this document shall require SETL to make any investment to accommodate or otherwise facilitate an Applicant's request. Any investments proposed by an Applicant and agreed by SETL shall be at the cost of the Applicant. All costs associated with SETL's consideration of an investment proposal shall be met by the Applicant.
- 4.10 All applicants must enter a Depot Access Agreement under the terms of the Depot Access Conditions for Depots 2017. The Office of Rail and Road (ORR) makes this general approval under sections 18(1)(c) and 22(3) of the Railways Act 1993(the Act) and applies to new and amended depot access agreements.

Compatibility, scoping and pricing study (CSPS)

- 4.11 The three steps of the CSPS are described in more detail below.

CSPS: Technical Compliance – NRIL

- 4.12 Rolling stock access to TMC is via NRIL Infrastructure. It is a condition of access to TMC that rolling stock is authorised to operate on NRIL Infrastructure, the depot's sole connecting rail infrastructure.
- 4.13 The Applicant will need to demonstrate to SETL's satisfaction that:
- its rolling stock is technically compliant with NRIL's Infrastructure;
 - at the time the rolling stock will be seeking access, it will be authorised to operate on NRIL's infrastructure.
- 4.14 For rolling stock that is already authorised to operate on NRIL's Infrastructure:
- This can be demonstrated by evidence of the approvals, authorisations and contracts in place to operate on NRIL's infrastructure. Details of the approvals, authorisations and contracts required to access NRIL are set out on the NRIL website. This evidence can be provided as part of the application for access.
- 4.15 For rolling stock that is not already authorised to operate on NRIL's infrastructure at the time of commencing an application for access:
- In order for the CSPS to proceed to the next stage it will be necessary to demonstrate to the Depot Facility Operator's satisfaction that the rolling stock in question will be authorised to operate on NRIL's infrastructure prior to the time that access to TMC is sought to commence. If this is applicable, please contact SETL. Evidence of this will be required to be provided.
- 4.16 In all cases, the precise approach by which such compliance is demonstrated will necessarily reflect the Applicant's rolling stock and timing of access request. It cannot be fully anticipated in advance, but will instead be specified and agreed at the start of the CSPS process.
- 4.17 If compliance cannot be demonstrated by the Applicant within six weeks, from the point of application. then the CSPS will not proceed. In such a case, a new application for access following the process set out in this document will be required.

CSPS: Technical Compatibility – TMC

- 4.18 Having demonstrated technical compliance with NRIL's infrastructure, the next stage is for the Applicant and SETL together to determine the technical compatibility of the Applicant's rolling stock with the infrastructure at TMC, principally:

- (a) Entering TMC and moving to the locations where the requested services are offered (some or all of which may be in a covered facility);
- (b) Manoeuvring within TMC including between locations where the requested services are offered (some or all of which may be in a covered facility);
- (c) Exiting TMC by moving from the location(s) where the requested services are offered (some or all of which may be in a covered facility) and re-joining NRIL's infrastructure.

- 4.19 The precise approach by which such compatibility is demonstrated will necessarily reflect the Applicant's rolling stock and thus cannot be anticipated in advance but will instead be specified and agreed at the start of the process. If such compatibility cannot be demonstrated to SETL's satisfaction, taking into account the need to safely operate and manoeuvre the rolling stock in a facility that is used by and to deliver services to other high speed rolling stock, then the CSPS stops and the Applicant's request for services at TMC is rejected. Depending on the nature of the request and rolling stock, this process may require input from external experts in order to validate compatibility.
- 4.20 As well as considering the physical, mechanical, electrical and electro-magnetic aspects of the Applicant's rolling stock, the depot characteristics and infrastructure and risk assessment, this step of the CSPS will need to include the following considerations:
- (a) Visual inspection of the rolling stock by TMC staff.
 - (b) The need for TMC staff to either:
 - (i) drive (under supervision of Applicant's suitably competent staff); or
 - (ii) ride in the cab, with a suitably competent Applicant driver, of the Applicant's rolling stock.
 - (c) The interface between the Applicant's rolling stock systems and those used at TMC, including to control and log rolling stock movements within the site.

The above list is not exhaustive and, depending on the services requested by the Applicant and the Applicant's rolling stock, other factors may need to be taken into account.

CSPS: Service Delivery and Pricing Review (SDPR)

- 4.21 On successful demonstration that the Applicant's rolling stock is technically compliant with NRIL's Infrastructure and technically compatible with TMC, the next step is for TMC to review each service requested by the Applicant and determine -
- (a) how, if possible, each requested service may be feasibly delivered, including relevant safety assessments and, where it may be required, the elements required in order to deliver the service (including training and ongoing competency training, management, specific safety and other requirements associated with each service etc.); and
 - (b) the price of each service which can be feasibly delivered.

In this context, it is noted that technical compliance with NRIL and technical compatibility with TMC's rail infrastructure (permanent way and covered facilities) does not guarantee that each requested service may be feasibly delivered by TMC. This may happen, as one example, where a rolling stock's technology for 'receiving the service' and TMC's technology for 'delivering the service' are incompatible.

- 4.22 Also included at this stage will be establishment of service considerations and actions required within the depot and by the Applicant will be assessed (for example, for signage for services or indicate where there is restricted access, information for the reprogramming of specific machinery); training and ongoing competence required in respect of the Applicant's rolling stock, procedures etc., and review of and acceptance by TMC of Vehicle Maintenance Instructions where these form part of an accepted request.

4.23 The details of each service delivery review will vary according to the services requested and the specific characteristics of the Applicant’s rolling stock. All costs, including those of TMC, will be met by the Applicant.

4.24 The general factors to take into account in each SDPR include the following:

- Available capacity at TMC.
- Existing service requests.
- How the agreed services can be delivered by considering, for example -
 - What additional equipment an Applicant may need to provide (for example, adaptors or other special tools to enable its rolling stock to connect to TMC equipment) and the risks associated with such equipment.
 - Interfaces between an Applicant’s rolling stock information systems and the systems used at TMC.
 - What training of TMC staff is required to deliver the agreed services to the Applicant (charged by the hour or part thereof).
 - Whether and how the Applicant will provide its own consumable materials (for example sand).
 - The procedures associated with access to TMC (particularly related to security, training, transport and storage).
 - What (if any) additional insurance is required for the Applicant to access TMC and to deliver the agreed services in the agreed manner.

The above list is not exhaustive and, depending on the services requested by the Applicant and the Applicant’s rolling stock, other factors may need to be taken into account.

4.25 The following table describes the key service and rolling stock specific factors of an SDPR that can be anticipated at this stage:

Table 4.1: Key service and rolling stock specific factors included in an SDPR

Service		Key factors for inclusion in the SDPR
Servicing	Toilet Discharge <i>With or without (as necessary)</i> Fluids Replacement	<ul style="list-style-type: none"> • Number of toilets • Length of the trainset • Volume of the toilet tanks • Precise sequence of activities required to be done to enable the discharge of the toilets / replacement of the fluids of the trainset. • These inputs will quantify the time to be taken and extent of resources required. • Labour billed per hour, or part thereof
	Water top-up	<ul style="list-style-type: none"> • Number of tanks • Length of the trainset • Volume of the tanks • Precise sequence of activities required to be done to enable the water top up of the trainset. • Labour billed per hour, or part thereof

Service		Key factors for inclusion in the SDPR
	Visual inspection	<ul style="list-style-type: none"> • Specification of the visual inspection • Corrective actions required should a visual inspection identify any faults • Length of the trainset • Labour billed per hour, or part thereof
	Sand replenishment	<ul style="list-style-type: none"> • Number of sand tanks • Length of the trainset • Volume of the sand tanks • Precise sequence of activities to be done to enable the sand replacement • Supply of the sand by the Applicant / Supply by SETL or not and any consequent storage/delivery issues • Labour billed per hour, or part thereof
Cleaning	Exterior cleaning with automatic carriage washer	<ul style="list-style-type: none"> • Subject to compatibility of the rolling stock with the automatic carriage washer • Length of the trainset • Water and cleaning product usage • Electricity usage • Billed per hour, or part thereof
	Exterior manual cleaning	<ul style="list-style-type: none"> • Factors that can influence cleaning include: <ul style="list-style-type: none"> ○ Length of the rolling stock ○ Water and cleaning product usage ○ Number of resources needed to clean the interiors of the rolling stock ○ Specification of the interior cleaning
	Interior cleaning	<ul style="list-style-type: none"> • Factors that can influence cleaning include: <ul style="list-style-type: none"> ○ Length of the rolling stock ○ Water and cleaning product usage ○ Number of resources needed to clean the interiors of the rolling stock ○ Specification of the interior cleaning
		<ul style="list-style-type: none"> •

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Service		Key factors for inclusion in the SDPR
Light maintenance (i.e exams with a frequency of 12 months or less)		<ul style="list-style-type: none"> • Specification of the maintenance activity • Specification of the rolling stock components being maintained • Any requirement for spare / replacement parts, to be agreed by TMC and the Applicant (bespoke parts are likely to be supplied by the Applicant). Storage of items is limited at the site. Arrangements for delivery for maintenance to be discussed with, and agreed by, TMC. • Any requirement for repairs if corrective maintenance is needed (inc. parts) • Training and ongoing competence training of resources required to work on the rolling stock seeking access • TMC does not permit self-supply of maintenance services. • Labour billed per hour, or part thereof
Wheel services Wheel services at TMC are provided by SETL.	Wheel repairs	<ul style="list-style-type: none"> • Specification for the wheel repair • Specification of who is to carry out the repair™, • Specification of the rolling stock's wheels
	Ultra-sonic axle testing (UAT)	<ul style="list-style-type: none"> • Specification for the UAT • Specification of the rolling stock's axles • Any requirement for repairs if corrective maintenance is needed (including parts)
	Bogie exchange	<ul style="list-style-type: none"> • Specification for the bogie exchange • Specification of who is to carry out the repair (TMC) • Specification of the rolling stock's bogies • Any requirement for repairs if corrective maintenance is needed (including parts)
	Re-profiling wheels	<ul style="list-style-type: none"> • Specification for the reprofiling wheel (=> machine set up) • Specification of the rolling stock's wheels • Any requirement for repairs if corrective maintenance is needed (including parts)
Stabling / Site Occupancy charge		<ul style="list-style-type: none"> • The requirements for stabling or site occupancy, including time required, nature of rolling stock (including length of rolling stock). • . This cost is for stabling/occupancy only. It does not include other costs associated with accessing or utilising services within the site. Charges are levied at an hourly rate for each hour or part thereof.

Service	Key factors for inclusion in the SDPR
For all services	<ul style="list-style-type: none"> • An entry and an exit fee will be charged for each entry to the site. • Labour costs – For services these will be charged at an hourly rate for each hour or part thereof. These are at functional personnel grade. The TMC grades include: <ul style="list-style-type: none"> ○ Rolling Stock Management ○ Planning ○ Production ○ Train Cleaning Management ○ Infrastructure ○ Engineering ○ Maintenance • Miscellaneous costs associated with access, including training costs for TMC personnel required to maintain associated competency costs, TMC insurance costs. Insurance costs will consist of a proportion of existing costs, plus any increase in insurance costs of the site due to the entry of and / or provision of services to the Applicant. • Shunting as required • A safety review and risk assessment will be required to ensure, inter alia, the continuing safe operation of the depot, and specific delivery of the access request.

4.26 Depending on the Applicant and the Applicant’s choice of rolling stock, not all the above factors may apply, and additional factors may need to be taken into account in the SDPR.

4.27 The two factors anticipated as most likely to occur in an SDPR are the occupancy of the track at TMC by the Applicant’s rolling stock (e.g. for stabling) and the engagement of TMC staff.

Emergency Access

Emergency access during an emergency affecting the railway will be granted in line with SETL’s light maintenance depot licence obligations, as is necessary or expedient to alleviate the effects of the emergency. Such access being in so far as is possible, subject always to SETL’s legal obligations. Emergency access will be charged at separate rates to those agreed for planned access.

5 Access Conditions

5.1 To access TMC, a number of relevant conditions must be fulfilled and maintained by the Applicant. Principally these include:

- Relevant licence and safety certification to operate services on the railway network.
- Track access agreement with NRIL or HS1, or evidence that this will be in place before access to TMC is to begin. In any event, a condition of access is that at all times the Applicant has a valid track access agreement with NRIL or HS1.
- Compliance with all relevant laws, regulations, site rules and policies.
- Compliance with all security arrangements.
- Possession of relevant insurance to cover access to the depot.
- Entry into a depot access agreement with the depot facility owner.
- At all times to respect the provisions and obligations of SETL's light maintenance depot licence and not to do or cause to be done anything that would or could be expected to put SETL's light maintenance depot licence at risk.
- Initial credit check, and ongoing solvency of the Applicant.
- Prompt payment of invoices. Where invoices are unpaid or are persistently paid late, access will not be permitted and a charge by levied for capacity reserved but unused.
- Effective and timely communications with the Depot Facility Owner, including:
 - (i) Promptly informing TMC of disruptions or anticipated deviations from the agreed access programme, particularly train delays. Delayed trains may not be permitted access to the facility.
 - (ii) Any other incidents or information that may have a material impact on the operation or performance of the service facility.

6 Capacity Allocation and Contractual framework

Capacity Allocation

- 6.1 Applicants must submit requests for access in writing.
- 6.2 Where requests for access are subject to conflicting requests, TMC will operate a coordination procedure with the Applicants with the aim of reaching a solution with Applicants in the coordination procedure.
- 6.3 An operating plan will be produced by TMC where this is necessary, which will list the access and services for each Applicant.
- 6.4 Where requests cannot be satisfied following the coordination procedure, the following criteria will be applied (without priority) to guide TMC's decision:
- Capacity already allocated within the facility.
 - Provisional days of use, frequency and seasonality.
 - Motivation and justification for the request.
 - Complexity of accommodating the request and its overall impact on the facility.
- 6.5 Following a capacity allocation decision, the Applicant that does not have their request as submitted fulfilled may work with TMC to establish whether there are any viable alternatives that would make performance of the service(s) possible under economically acceptable conditions.
- 6.6 In the situation where it is concluded there are no viable alternatives under economically acceptable conditions, the request for access shall be rejected.

Contractual framework

- 6.7 As a condition of access, Applicants will be required to enter into a depot access agreement with the depot facility owner.
- 6.8 The contract will be based on the elements of the ORR model depot access agreement, with additional provisions covering TMC specific matters, such as security requirements, agreed specification of services etc.

Payment of charges

6.9 Details of the invoicing arrangements will be set out in the contractual arrangements. Invoicing will be in advance per quarter and must be paid within 28 days of issue.

Operational disruption within the depot

6.10 The Applicant is responsible for access charges in the event it is unable to access the depot due to its own operational disruption. Where it is unable to access due to operational disruption within TMC, no charge shall be payable. To avoid doubt:

- Any operational disruption on NRIL Infrastructure shall not be regarded as TMC (or SETL) operational disruption for this purpose; and
- Depot maintenance or other infrastructure work or planned operations at TMC shall not constitute operational disruption for this purpose. Unless conducted as an emergency, such works will be notified to the Applicant in advance, providing at least 3 weeks' notice of such works.