

Getting access to stations managed by Network Rail

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1. Introduction

This section is relevant if you are a train operator and you want to obtain new access or to extend or expand your existing access at our stations.

2. Contract structure

We are the landlord for virtually all stations on the national network.

At Managed Stations, we are the Station Facility Owner and we handle the day-to-day management of all the station's facilities.

We manage these stations:

Birmingham New Street	London Charing Cross
Bristol Temple Meads	London Euston
Clapham Junction	London King's Cross
Edinburgh Waverley	London Liverpool Street
Guildford	London Paddington
Glasgow Central	London Victoria
Leeds	London Waterloo
Liverpool Lime Street	Manchester Piccadilly
London Bridge	Reading
London Cannon Street	St. Pancras International (sub level)

We own most of the other stations but lease them to a Train Operating Company who acts as the Station Facility Owner.

As a train operator, you'll need an Access Agreement with a station's facility owner if you want to call at that station - whether it's to load or unload passengers, or for any other reason where you need to use the station's facilities.

You can find more details on station access on the [ORR website](#).

3. Implementing a new Managed Station Access Agreement

As a train operator, you'll need to let us know that you intend to apply for station access rights by contacting the relevant station manager. They will agree the basic terms of the Agreement with you then obtain the services of the Station Change Co-ordinator who will then be your main point of contact as you develop the Agreement.

You will need to be aware of the [Independent Station Access Conditions](#) (ISACs) annexes for a particular station when you contact us. These annexes are useful because they're a guide to the common services and amenities that you can expect to use at any Managed Station.

We'll need some more information before we can progress your request, this will include:

- Your Track Access Agreement Number
- Your registered company address and number
- Your company contact details and invoice address
- Your service address
- Your proposed contract start and end dates
- Details of any proposed exclusive station services, as defined in the [Independent Station Access Conditions](#) (ISACs)

When you have given us this information and we have verified it, we'll send you a copy of the proposed Station Access Agreement.

If both parties are content and there are no departures from the templated agreement then, under the ORR General Approval Stations (2017), it can be signed and becomes live. We will then lodge the document with the ORR within 14 days.

If, alternatively, after discussion we need to alter the templated agreement in any way we will need an approval letter (under Section 18 of the Railways Act 1993) to let us present the altered Agreement to the ORR for approval. This letter needs to confirm that all the parties have agreed to the terms proposed in the Agreement. The ORR may then approve the Agreement, possibly with modifications, and then give you a reference number and issue us with directions to enter into the agreement. All parties then need to sign the agreement in the time that's specified in the direction. Then we will lodge a copy with the ORR to put in the public register 14 days after the date of completion.

You can't access the station without a signed Agreement.

Where we can't agree on the terms of the Agreement, we'll give you details about how to apply to the ORR for a new Agreement under Section 17 of the Railways Act 1993. This part of the Act lets you submit an application if you haven't been able to come to an agreement with us.

You can find more information on the [ORR website](#).

4. Other types of agreement for charter train and freight train companies

The procedure above is the same for a charter train company or freight train company. We'll normally charge per visit, because access won't be as regular as it is for scheduled passenger services.

They are part of the charter train and freight train Station Access Agreements. You can find more information on the [ORR Website](#).

5. Diversionary Access Agreements

These Agreements are used when a train operator temporarily requires access to a station they don't have a Station Access Agreement for. These agreements last for six months at a time and charges are made per visit.

You can find more information on the [ORR Website](#).

6. Expanding or extending existing access

If you want to expand or extend an existing Agreement, you'll need to agree to a Section 22 (Amending Agreement) with us. This would stand alongside (and amend) your main Station Access Agreement.

For example, a Section 22 Agreement lets you change an expiry date within an existing Agreement. You can use this to enable extensions to Agreements which would otherwise expire mid-franchise, or which do not cover extended franchises.

As a train operator, the only way to obtain access to a station is through an Agreement, in which case you should follow the procedure above.

If you're a charter train company or freight train company, though, you can use a Section 22 Agreement to add stations to your existing agreement. You should use this if you need access to Managed Stations, or where we've added Managed Stations that you need to access.

Section 22 Agreements should follow the same process as Station Access to get regulatory approval, so you'll need to agree any alteration or amendment with us.

Where you can't agree with us on some or all of the additional access rights, or amended changes to the Agreement, we'll tell you about your right to make an application to the ORR under Section 22A of the Railways Act 1993 to seek more extensive access rights. This part of the Act lets you submit if you haven't been able to come to an agreement with us.

You can find more information on the [ORR website](#).

7. Access at new Managed Stations

A Franchised station (which means a station we're leasing to, and which is operated by, a train operator) may become a Managed Station with your agreement and the Department for Transport's support. That change means we can grant Managed Station Access Agreements. In that case, if you're handing over station operation you'll need to relinquish your lease and obtain a Station Access Agreement. We'll provide new Agreements for beneficiaries.

The procedure above also applies to a train operator if you need an Agreement after a station's changed from Franchised to Managed.

Most of the time, when the pattern of train services won't be changing, we'll already have the information we need to implement the procedure.

8. Who do I contact?

Hilary Butler
Industry Liaison Manager
Network Rail Quadrant:MK
Elder Gate
Milton Keynes MK9 1EN

Email: Hilary.Butler@networkrail.co.uk

If you have a general query, or need to contact us for any other reason, please call our 24-hour National Helpline on 08457 11 11 41.