Guidelines for Home Delivery Service in Guildford Station

These guidelines are for Retailers who wish to work with a home delivery company in Guildford Station. These are the minimum requirements that must be adhered to by both the Delivery Company and Retailer before Network Rail can agree to the service.

Security:

Collections from units on the station must **NOT** create a security and/or safety risk. To mitigate these risks please ensure the following is adhered to:

a) Cyclist must dismount from push bicycles. **Cycling across a stations concourse is dangerous and is in breach of the railways byelaw 15, which could result in prosecution.**

b) Bicycles should be chained up in a non-station bike rack/or in the designated parking bays on the station front with the bag left open (if strapped to the bike).

c) Motor Bikes are to be parked off station property or in the designated parking bay at the station front. Cars are to be parked off station property or by using the station car park.

d) Any drivers found to be parking in any unauthorised station car parking bays will be issued a fine by our APCOA car parking team based at the station.

e) Fines for unauthorised parking will be £50 if paid within 14 days and £85 if paid later than 14 days.

f) No infringements of the Highway Code (such as parking on double yellow lines or on the pavements).

g) Delivery operatives must wear branded uniform and have their trademarked haversack on their back.

h) Bike helmets must not be worn in and around the station.

i) Delivery operatives must not wait for an order inside the station. If waiting they should do so in the designated parking bay, outside of the station grounds or in the retail unit.

j) A Risk Assessment of the delivery route must be agreed, shared with the station (SSM & RBP) and held within the Retail unit for review by the station as necessary.

k) Retail managers must ensure their teams continue to be vigilant and practice the **HOT** and **WHAT** protocols when dealing with the delivery companies on and around the station.

l) Delivery drivers must remain within the public areas and not collect from non-public areas of Guildford Station.

m) The home delivery partners must send an agreed communication to each driver on each order of the station rules and parking locations. This will be via the app service that is sent to drivers direct by the delivery partner when sending the order details.

n) If the rules of the station are breached the driver will be approached by the station team and could possibly face a ban from picking up at the station in the future. In this instance the retailer will be contacted and will be expected to escalate the issue to their home delivery partner and feedback to local RBP on action taken.

o) Any poor attitude from drivers towards station teams and retailers will not be tolerated. In the case of any issues the driver will be banned from the station. If required, the driver will be reported to BTP.

p) Any immediate safety concerns should be reported to the BTP;

   a. Text: 61016

   b. Phone National Control: 0800 405040

   c. Email: first_contact@btp.pnn.police.uk

Parking and Cycle Rack Locations:

Home delivery drivers are only **permitted** to park in designated home delivery driver bays at the station front, outside the main entrance and Costa Coffee Shop on Station View Road. Drivers must park in these 3 approved bays or are in breach of the agreement. No other station drop off bays are approved to be used. If any car parking bays are used, they must be paid for or risk a fine by the car park manager, APCOA. Picture below highlights the 3 bike/motor bike parking bays designated to be used. Signage will be installed to highlight this.



Any form of breach by the retailer and/or delivery company can result in Network Rail ceasing Home Delivery activity or banning a delivery company (acting reasonably) Breaches will be issued to the retailer through a contravention penalty notice.

APPROVALS

Network Rail Station approval:
[redacted] Station Manager, July 2026

Network Rail Retail Approval:
[redacted] Retail Business Manager, July 2026

The below personnel confirm they have read, understood and cascaded policies to all retail colleagues and home delivery drivers to maintain a safe service at Waterloo Station;

Print Name (Retailer): [redacted]

Signature: [redacted]

Date:

Print Name (Partner):

Signature:

Date: