

# Caledonian Sleeper Rail Franchise

Good for **Passengers**  
Good for **Staff**  
Good for **Scottish Business**  
Good for **Scotland**



“An iconic Scottish railway journey available for all – from back-packers to business travellers.”



CALEDONIAN  
SLEEPER

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“Step on board the Sleeper in London and step into Scotland.”

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“Our decision is good for passengers, good for staff, good for Scottish business and good for Scotland.”

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- Scottish Ministers are clear on the strategic importance of the Sleeper franchise and will ensure that it remains a unique, valued and high profile service.
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“A Sleeper service fit for Scotland’s future.”

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- The Sleeper is part of Scotland’s transport heritage, running overnight rail services between London and Scotland in both directions for over 100 years.
  - Passengers should be clear: improvements will be seen. This separate, longer franchise, coupled with more than £100 million of investment, will make this iconic train a service fit for Scotland’s future.
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“Showcasing the best of Scotland’s food and drink.”

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“This will open the Sleeper to a whole new audience.”

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“Easy to book and a pleasure to travel.”

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- The Sleeper is special to passengers, it is special to Scotland, and Scotland can rightly be proud of the Sleeper.
  - The Sleeper is more than just a train service, it is part of a holiday, it is a business office, and it is a hotel.
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## Passengers

- Recognising the importance of putting the passenger at the heart of the operation, the new Franchise will transform the whole passenger experience in three key segments:

### 1) Before boarding

- A ‘Virtual Concierge’ app will allow passengers to pay for tickets, food and drink in one single transaction via their smartphones
- A new website will enable passengers to view information and book tickets, view and manage bookings and pre-order food online
- Conventional booking channels will also still be available
- Improved Sleeper lounges, better signage and special Sleeper information totems at platforms will provide interactive information and wifi
- Earlier boarding times will be introduced where possible at key stations



### 2) On-train

- New trains will be developed in consultation with passengers and be ready and on the tracks in 2018
- Interiors will be created by a leading Scottish designer
- Key features on the new trains will include pod flatbeds/seats and cradle seats in seated accommodation new standard class berths and business berths with en-suite showering and toilet facilities and improved security for all passengers and their luggage; CCTV will be in place throughout the train
- Room service will allow passengers to enjoy Scottish cuisine and drink delivered to their accommodation. Children under 12 will eat free
- The Club Car will be at the heart of the new trains with special themed evenings (comedy, music and literature), a TV screen and a library and games. Wifi and power points will be available for all passengers



### 3) Post-journey

- The Guest Services Team will help passengers with their onward connections as well as wider holiday and business planning
- Passengers will be encouraged to provide direct feedback after their journey via the website and app, with the Franchisee contacting all passengers to increase the likelihood of returns



“Accessible and comfortable for all”



“Benefitting Scottish businesses from Shetland to Stranraer and from Stornoway to Stonehaven. It will be a world class rail service, emblematic of the best of Scotland.”

### Staff

- The Franchisee will invest in staff training and development
- All on-board staff will be trained and supported towards achieving an SVQ Level 3 qualification in hospitality
- 15 apprenticeships will be created and apprentices trained during the first 2 years of the Franchise, thereafter a minimum of 2 apprentices will be supported in each calendar year during the Franchise
- Disability awareness training will be incorporated into the regular programme of refresher training for staff
- On-train staff will be empowered to resolve customer satisfaction issues during the journey (such as being able to offer complimentary accommodation upgrades, dinner and journeys as appropriate)
- Staff pay and conditions will be protected under TUPE. In addition, Caledonian Sleeper workers will benefit from the ScotRail staff travel scheme and will be included in the railway pensions scheme.

### Scottish Businesses

- Partnering with Scottish business Inverlochy Castle Management International, the Franchisee will help deliver the whole hospitality product and specifically the food and drink plan with a renowned chef
- The Franchisee will partner with the Food Hub in Cumbernauld to facilitate the selection of and partnering with SME suppliers
- The Franchisee will increase its annual hospitality and catering spend with local SMEs which supply Scottish cuisine and other Scottish products to 75% by year five and 85% by year 10 of operations; increasing to 90% by year 15
- Mattresses will be procured from a social enterprise Glencraft mattresses in Aberdeen and an agreement will be put in place with an Aberdeen laundry (a Fairtrade supplier)
- The Franchisee will contract with Alstom to provide maintenance during the first three years of the contract which is expected to be extended to the end of the franchise term



### Scotland

- **Dramatic, Human and Enduring.** These are the qualities which resonate with visitors to Scotland. Onboard, the Sleeper welcome will be human and warm; the train is a passport to Britain’s most dramatic scenery and the investment of the Scottish Government will ensure that the Sleeper endures, building on its strong heritage and renewed for its great future
- **A train emblematic of the best of Scotland.** The Sleeper is Scotland’s southernmost gateway. Passengers will “step into Scotland” when they join the sleeper at Euston. The Sleeper will have a strong, distinctive brand for the service that is emblematic of the best of Scotland reflecting ‘service’ and ‘quality’ and will reflect the Scottish origins of the service. On the new trains, coaches will be named after famous Scots adding to the emblematically Scottish nature of the service
- **Benefitting businesses throughout Scotland.** Aberdeen, Glasgow, Inverness, Stornoway, Orkney, Shetland, Hebrides, Mull, Edinburgh, Fife, Ayrshire, Stranraer, Stonehaven and Falkirk
- **Best Value.** The Franchisee will manage the Caledonian Sleeper business and the Scottish Government’s substantial investment to deliver better value, obtaining a good return on investment and achieving a financially sustainable operation

# Overview of the New Train Fleet

The New Trains will offer four accommodation types: Cradle Seats, Pod Flatbeds, Berths and En-Suite Berths

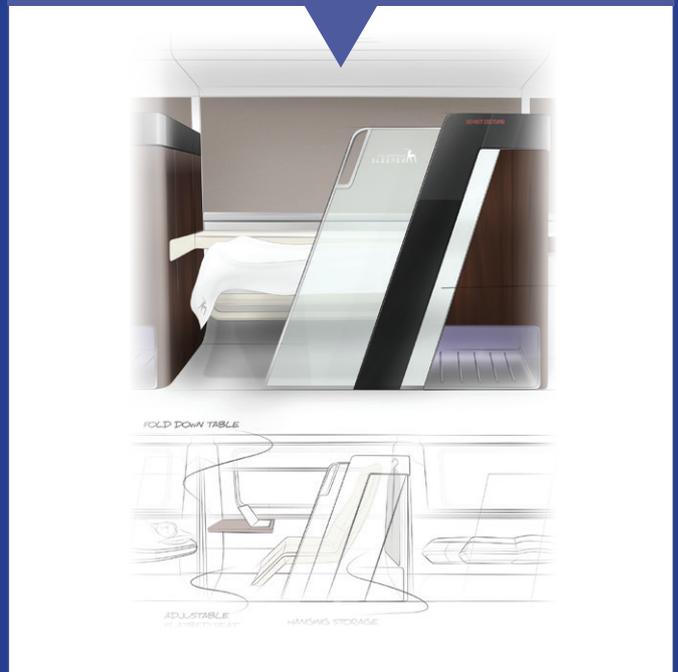
Each **Cradle Seat** will have an improved seated experience compared to the current Sleeper coaches including the following features:

- comfortable reclining seat with footrest;
- generous leg room;
- 3 pin power socket;
- USB point;
- small lockable storage for small luggage, laptops, purses etc;
- in-built host call bell;
- sleep kit; and
- wi-fi



Each **Pod Flatbed** will have the following features:

- fully 100% flatbed reclining seat;
- privacy screen;
- individual reading light;
- USB power supply for mobile phones, tablets etc;
- 3 pin power socket;
- lockable storage facility for small luggage, laptops, purses etc;
- ability to check-in larger items of luggage to be stored securely throughout the journey;
- blanket, duvet and pillow;
- sleep kit; and
- wi-fi



Each **Berth** will provide a very good level of accommodation ensuring privacy and personal security as well as all the facilities the modern traveller needs and shall have the following features:

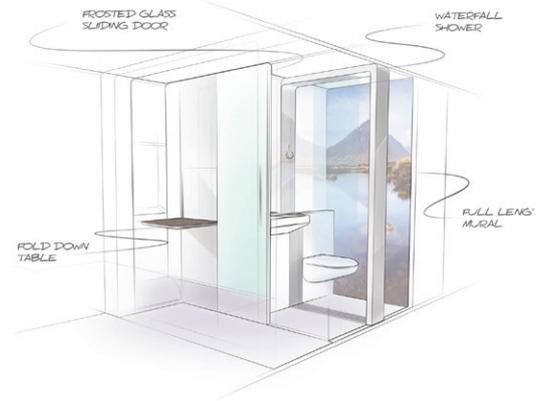
- sole or shared occupancy;
- 2 x power socket;
- intercom for passenger(s) to be able to contact train staff without leaving their Berth;
- basin with a much improved hot and cold water supply;
- high specification mattress(es);
- a good quality linen bedding including duvet(s);
- larger 'hotel' quality towels;
- Scottish toiletries sourced from a partner SME;
- variable lighting options to allow for a calm and relaxed atmosphere or alternatively for working and reading;
- storage area for luggage;
- lockable doors;
- desk table to allow working with mobile devices and eating;
- air conditioning;
- interconnecting door between Berths (for family or larger group use);
- sleep kit;
- room service; and
- wi-fi





Each **En-Suite Berth** will have the following features:

- sole or shared occupancy;
- en-suite toilet and shower;
- larger premium 'hotel' quality towels;
- premium linen and duvet(s), with Shetland wool blanket(s);
- 3 pin power socket;
- intercom for passenger(s) to be able to contact train staff without leaving their En-Suite Berth;
- basin with a much improved hot and cold water supply
- high specification mattress(es)
- lockable safe for valuables;
- storage area for luggage;
- lockable doors;
- a Caledonian Sleeper branded amenity kit which will contain: sleep kit, ear plugs, eye mask
- premium Scottish toiletries sourced from a partner SME;
- room service; and
- wi-fi.



The **Club Car** will have the following features:

- a seated area for a minimum of 26 people in various seating combinations that include tables for 2 and 4 along with an option for communal seating/dining.
- a display screen and optional audio output
- a library and games
- special themed evenings (comedy, music and literature)
- a minimum of 6 x 3 pin power sockets as well as free wifi
- lighting in the seated area adjustable by the Franchisee's staff to achieve an atmosphere conducive with a social/dining area.
- a 'stand- up' bar area integrated into the galley design
- a Galley area
- a train manager facility where train systems can be managed and monitored
- a staff accommodation/seated area





For more information visit:

[www.transportscotland.gov.uk /rail/caledonian-sleeper-franchise/caledonian-sleeper-franchise](http://www.transportscotland.gov.uk/rail/caledonian-sleeper-franchise/caledonian-sleeper-franchise)

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