



1.0

## Introduction

- 1.1 The Retail Vision
- 1.2 Retail Design Delivery

2.0

## Station Categories

- 2.1 Sub-surface & Non Sub-surface stations
- 2.2 Standard & Heritage stations

3.0

## Approvals Process

- 3.1 Approvals Process

4.0

## Design Guidelines

- 4.1 Standard
- 4.2 Heritage

5.0

## Appendix

- 5.1 Process Forms
- 5.2 Contacts





## The Retail Vision

TfL are focused on bringing design to the forefront of the London Underground. Design will be the driver of decision-making and will permeate through every level of the organisation.

Design principles that have been developed for the architecture of the stations have informed the retail standards that will ensure the retail vision is fulfilled. This new way of thinking will be applied to all retail across the network focusing on quality and consistency.



## Retail Design Delivery

The TfL Retail Design Delivery team will work with the retailer to ensure all new fitouts and upgrade works are compliant with the requirements of London Underground.

The team will guide the retailer through the technical requirements for all units and with TfL's focus on retail design, the team will ensure the best design solutions are reached.





## Surface & Sub-surface Stations

The classification of a station into a Surface or Sub-surface category defines the fire safety classification of the station.

Please refer to S1086 Fire Safety Classification of Stations document for further information on fire safety requirements.

Click [here](#) to review the approved product register for guidance on material specifications

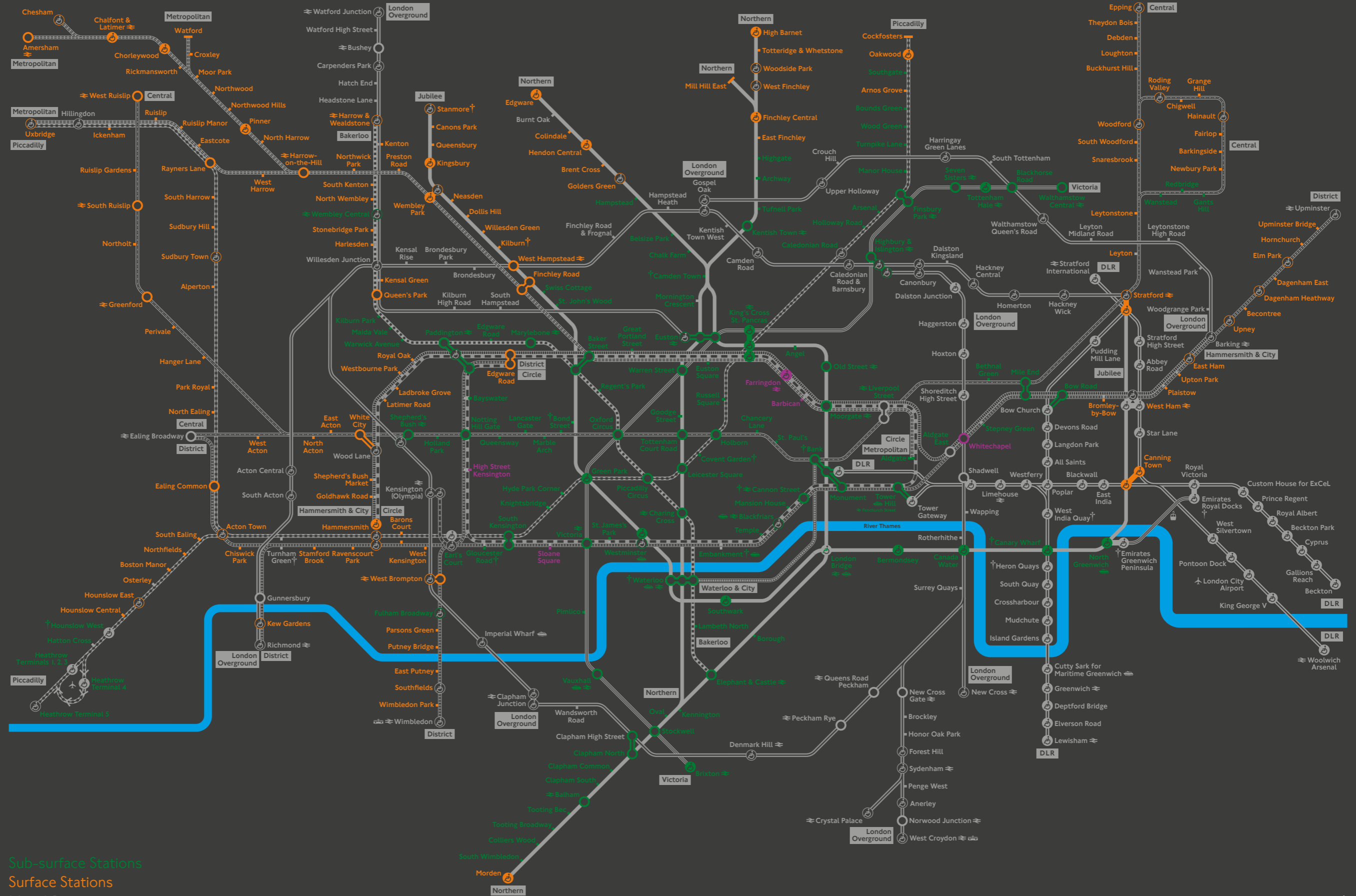
Click [here](#) to find out the category your retail unit falls under

**Note:** DLR stations are not included in the station categories. Please contact your TfL retail delivery representative to confirm requirements for your unit.



# 2.1

## Station Categories Sub-surface & Non Sub-surface stations



Sub-surface Stations  
Surface Stations  
Mixed Stations (Surface Station following Sub-surface regulations)

List  
Tube Map



# 2.1



## Station Categories Sub-surface & Non Sub-surface stations

Acton Town	Chesham	Grange Hill	Leicester Square	Plaistow	Sudbury Town
Aldgate	Chigwell	Great Portland St	Leyton	Preston Road	Swiss Cottage
Aldgate East	Chiswick Park	Greenford	Leytonstone	Putney Bridge	Temple
Alperton	Chorleywood	Green Park	Liverpool Street	Queensbury	Theydon Bois
Amersham	Clapham Common	Hainault	London Bridge	Queens Park	Tooting Bec
Angel	Clapham North	Hammersmith (Dis & Picc)	Loughton South	Queensway	Tooting Broadway
Archway	Clapham South	Hammersmith (H&C)	Maida Vale	Ravenscourt	Tottenham Court Road
Arnos Grove	Cockfosters	Hampstead	Manor House	Rayners Lane	Tottenham Hale
Arsenal	Colindale	Hanger Lane	Mansion House	Redbridge	Totteridge & Whetstone
Baker Street	Colliers Wood	Harlesden	Marble Arch	Regents Park	Tower Hill
Balham	Covent Garden	Harrow & Wealdstone	Marylebone	Rickmansworth	Tufnell Park
Bank/Monument	Croxley	Harrow-on-the-Hill	Mill End	Roding Valley	Turnham Green
Barbican	Dagenham Heathway	Hatton Cross	Mill Hill East	Royal Oak	Turnpike Lane
Barkingside	Dagenham East	Heathrow T123	Moorgate	Ruislip	Upminster Bridge
Barons Court	Debden	Heathrow T4	Moor Park	Ruislip Gardens	Upney
Bayswater	Dollis Hill	Hendon Central	Morden	Ruislip Manor	Upton Park
Becontree	Ealing Common	High Barnet	Mornington Crescent	Russell Square	Uxbridge
Belsize Park	Earl's Court	High Street Kennington	Neasden	Seven Sisters	Vauxhall
Bermondsey	East Acton	Highbury & Islington	Newbury Park	Shepherds Bush	Victoria
Bethnal Green	East Finchley	Highgate	North Acton	Shepherds Bush Market	Walthamstow Central
Blackfriars	East Ham	Holborn	North Ealing	Sloane Square	Wanstead
Blackhorse Road	East Putney	Holland Park	North Greenwich	Snaresbrook	Warren Street
Bond Street	Eastcote	Holloway Road	North Harrow	South Ealing	Warwick Avenue
Borough	Edgware	Hornchurch	North Wembley	South Harrow	Waterloo
Boston Manor	Edgware Road	Hounslow Central	Northfields	South Kensington	Watford
Bounds Green	Edgware Road (Bakerloo)	Hounslow East	Northolt	South Kenton	Wembley Central
Bow Road	Elephant & Castle	Hounslow West	Northwick Park	South Ruislip	Wembley Park
Brent Cross	Elm Park	Hyde Park Corner	Northwood	Southfields	West Acton
Brixton	Embankment	Ickenham	Northwood Hills	South Wimbledon	Westbourne Park
Bromley-by-Bow	Epping	Kennington	Notting Hill Gate	South Woodford	West Brompton
Buckhurst Hill	Euston	Kensal Green	Oakwood	Southgate	West Finchley
Burnt Oak	Euston Square	Kentish Town	Old Street	Southwark	West Ham
Caledonian Road	Farringdon	Kenton	Osterley	Stamford Brook	West Hampstead
Camden Town	Fairlop	Kew Gardens	Oval	Stanmore	West Harrow
Canada Water	Finchley Central	Kilburn	Oxford Circus	St James's Park	West Kensington
Canary Wharf	Finchley Road	Kilburn Park	Paddington	St John's Wood	Westminster
Canons Park	Finsbury Park	Kingsbury	Paddington (H&C)	Stonebridge Park	Whitechapel
Canning Town	Fulham Broadway	Kings Cross	Park Royal	St Pauls	West Ruislip
Cannon Street	Gants Hill	Knightsbridge	Parsons Green	Stepney Green	Willesden Green
Chalfont & Latimer	Gloucester Road	Ladbroke Grove	Perivale	Stockwell	Wimbledon Park
Chalk Farm	Golders Green	Lambeth North	Piccadilly Circus	Stonebridge Park	Woodford
Chancery Lane	Goldhawk Road	Lancaster Gate	Pimlico	Stratford	Wood Green
Charing Cross	Goodge Street	Latimer Road	Pinner	Sudbury Hill	Woodside Park

Sub-surface Stations

Surface Stations

Mixed Stations (Surface Station following Sub-surface regulations)





## Station Categories

The London Underground is a vast network of stations with varying architectural styles. Integral to the regeneration of the network is to bring consistency across all stations.

Of equal importance is to embrace and celebrate the individuality of each station and in order to do that successfully all stations have been grouped into two categories; Standard and Heritage.

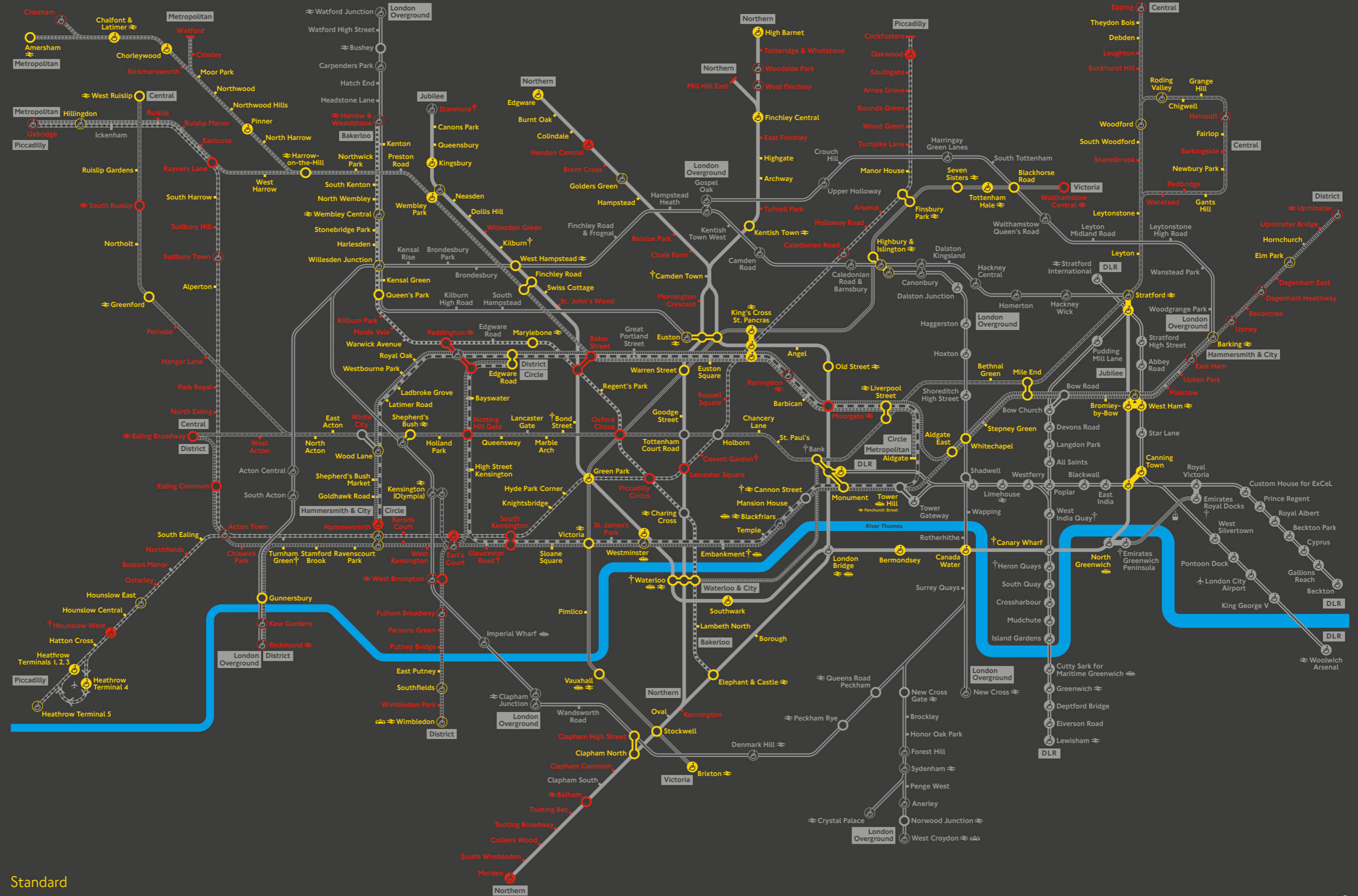
Click [here](#) to find out the category your retail unit falls under





# 2.2

## Station Categories Standard & Heritage stations



List  
Tube Map



Standard  
Heritage



Acton Town	Chorleywood	Hammersmith (D&P)	Maida Vale	Richmond	Upminster Bridge
Aldgate	Clapham Common	Hammersmith (H&C)	Manor House	Rickmansworth	Upney
Aldgate East	Clapham North	Hampstead	Mansion House	Roding Valley	Upton Park
Alperton	Clapham South	Hanger Lane	Marble Arch	Royal Oak	Uxbridge
Amersham	Cockfosters	Harlesden	Marylebone	Ruislip	Vauxhall
Angel	Colindale	Harrow & Wealdstone	Mile End	Ruislip Gardens	Victoria
Archway	Colliers Wood	Harrow-on-the-Hill	Mill Hill East	Ruislip Manor	Walthamstow Central
Arnos Grove	Covent Garden	Hatton Cross	Monument	Russell Square	Wanstead
Arsenal	Croxley	Heathrow Terminal 123	Moorgate	Seven Sisters	Watford
Baker Street	Dagenham East	Heathrow Terminal 4	Moor Park	Shepherd's Bush	Warren Street
Balham	Dagenham Heathway	Heathrow Terminal 5	Morden	Shepherd's Bush Market	Warwick Avenue
Bank / Monument	Debden	Hendon Central	Mornington Crescent	Snaresbrook	Waterloo
Barbican	Dollis Hill	High Barnet	Neasden	Sloane Square	Wembley Central
Barkingside	Ealing Broadway	Highbury & Islington	Newbury Park	South Ealing	Wembley Park
Barons Court	Ealing Common	Highgate	North Acton	South Harrow	West Acton
Becontree	Earl's Court	High Street Kensington	North Ealing	South Kensington	West Brompton
Belsize Park	East Acton	Hillingdon	Northfields	South Kenton	West Finchley
Barking	Eastcote	Holborn	North Greenwich	South Ruislip	West Ham
Bayswater	East Finchley	Holland Park	North Harrow	Southwark	West Hampstead
Bermondsey	East Ham	Holloway Road	North Wembley	South Wimbledon	West Harrow
Bethnal Green	East Putney	Hornchurch	Northolt	South Woodford	West Kensington
Blackfriars	Edgware	Hounslow Central	Northwick Park	Southfields	West Ruislip
Blackhorse Road	Edgware Road (Bak)	Hounslow East	Northwood	Southgate	Westbourne Park
Bond Street	Edgware Road (H&C)	Hounslow West	Northwood Hills	Stamford Brook	Westminster
Boston Manor	Elephant & Castle	Hyde Park Corner	Notting Hill Gate	Stanmore	Whitechapel
Bounds Green	Elm Park	Ickenham	Oakwood	Stepney Green	White City
Borough	Embankment	Kennington	Old Street	St. James's Park	Willesden Green
Bow Road	Epping	Kensal Green	Osterley	St. John's Wood	Willesden Junction
Brent Cross	Euston	Kensington (Olympia)	Oxford Circus	Stockwell	Wimbledon
Brixton	Euston Square	Kentish Town	Oval	Stonebridge Park	Wimbledon Park
Bromley-by-Bow	Fairlop	Kenton	Paddington (Suburban)	St. Paul's	Wood Green
Buckhurst Hill	Farringdon	Kew Gardens	Park Royal	Stratford	Wood Lane
Burnt Oak	Finchley Central	Kilburn	Parsons Green	Sudbury Hill	Woodford
Caledonian Road	Finchley Road	Kilburn Park	Perivale	Sudbury Town	Woodside Park
Camden Town	Finsbury Park	Kingsbury	Piccadilly Circus	Swiss Cottage	
Canada Water	Fulham Broadway	King's Cross St. Pancras	Pimlico	Temple	
Canary Wharf	Gants Hill	Knightsbridge	Pinner	Theydon Bois	
Canning Town	Goodge Street	Ladbroke Grove	Plaistow	Tooting Bec	
Cannon Street	Gloucester Road	Lambeth North	Preston Road	Tooting Broadway	
Canons Park	Golders Green	Lancaster Gate	Putney Bridge	Tottenham Court Road	
Chalk Farm	Goldhawk Road	Latimer Road	Queen's Park	Tottenham Hale	
Chalfont & Latimer	Grange Hill	Leicester Square	Queensway	Tower Hill	
Chancery Lane	Great Portland Street	Leyton	Rayners Lane	Totteridge & Whetstone	
Charing Cross	Greenford	Leytonstone	Ravenscourt Park	Tufnell Park	
Chesham	Green Park	Liverpool Street	Redbridge	Turnham Green	
Chigwell	Gunnersbury	London Bridge	Regent's Park	Turnpike Lane	
Chiswick Park	Hainault	Loughton		Upminster	

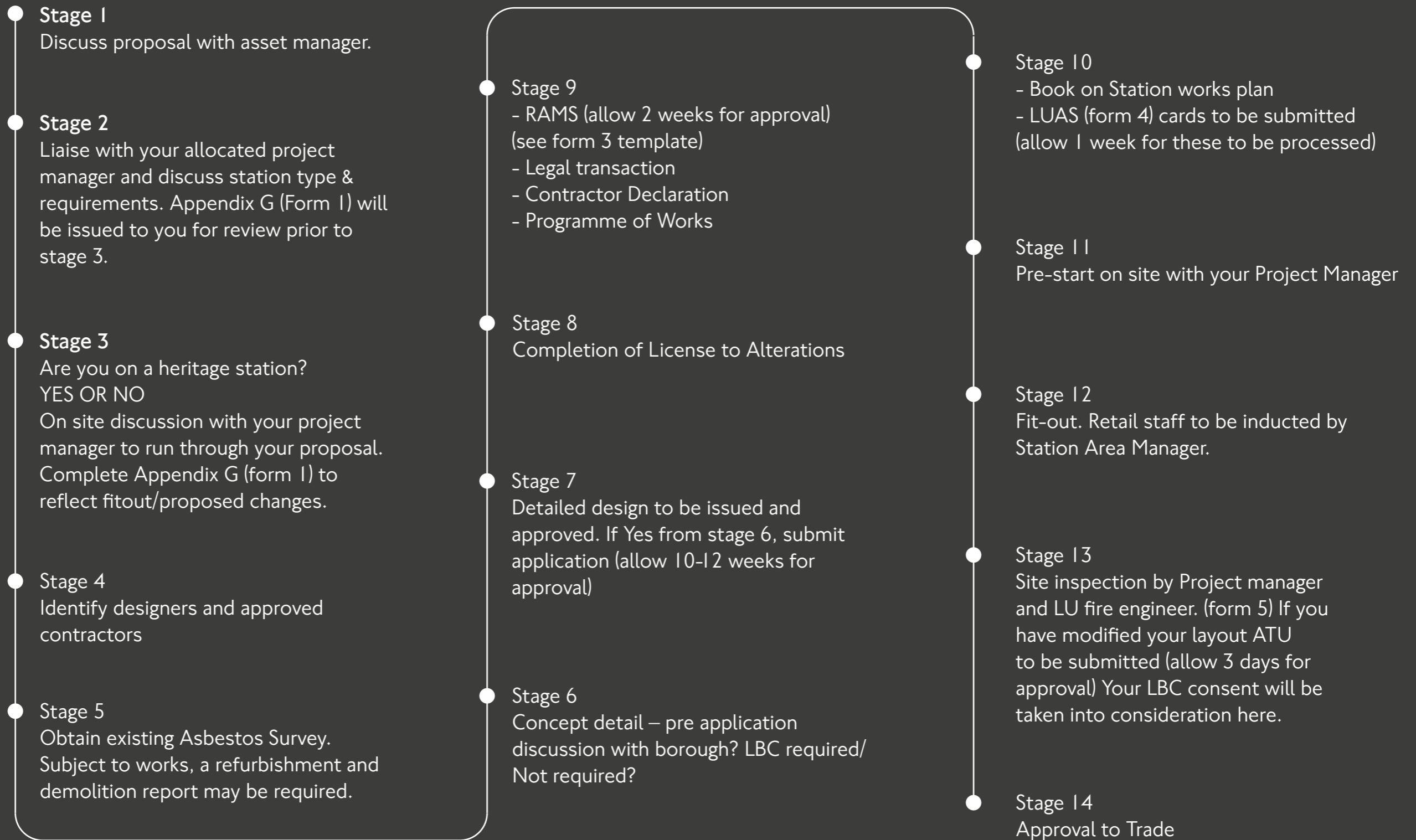
List  
[Tube Map](#)



Standard  
Heritage



# Approvals Process





## Retail Design Delivery Process

### Stage 1:

Liaise with your Property Manager regarding what you intend to use the unit for. They will issue you with a set of standards you are expected to meet within your unit.

### Stage 2:

From Stage 1 you will be allocated a Project Manager - discuss your station type & requirements. Appendix G (form 1) issued to you for review prior to stage 3.

### Stage 3:

Identify if the unit is within a heritage station? **Yes or No**. Find out what sort of signage is expected from you? On site discussion with your project manager to run through your proposal. Complete Appendix G (form 1) on site if any problems

### Stage 4:

Identify designers and approved contractors – depending on the work being carried out and a nature of the station, we require information on which contractors you will be using. If you require a few suggestions please liaise with your project manager. If your contractors have never worked on the stations before – it could cause delays.

### Stage 5:

Obtain your the asbestos survey from your allocated project manager. Subject to the level of works being carried out, a refurbishment and demolition report may be required at the cost of the tenant.

### Stage 6:

Full concept detail required – see attached design checklist (form 2). Design must adhere to retail design guide & technical guide as issued. Obtain approval from your Project manager. **Following approval** – if your unit is on a listed station, you will need to arrange a pre-application discussion with the relevant council to see if a full Listed Building consent application is required.

### Stage 7:

Detailed design to be issued to your project manager for approval. See design checklist (form 2) for detail required.

Are you modifying, suppression/detection – internal layout or demise line? If YES a S1088 will be required. (allow 3 weeks for approval). Refer to fire engineering process in technical guide.

If Yes from stage 6, submit application (allow 10-12 weeks for approval). Please send letter of approval to your Project Manager.

### Stage 8:

Completion of License to Alterations. A formal licence application must be completed between the tenant and the landlord, prior to the commencement of any works. The licence will contain all approved plans and specifications, showing the works approved in detail, together with the legal terms and conditions upon which consent to the works being carried out.

### Stage 9:

The following is required prior to commencement on site:  
RAMS (allow 2 weeks for approval) – see attached a template (form 3)

- Legal transaction
- Contractor Declaration
- Programme of Works – your schedule for fitout

Continue as previous...

### Stage 10:

Request a SABRE number from your Project manager. This is valid for the period of a month and is required to carry out any work on any LU station. Please submit all information requested for LUAS cards. See guidance document (form 4)



**Stage 11:**

Pre-start on site with your Project Manager, this is the final meeting prior to you starting on site. Your own project manager who is running your project **MUST** attend this meeting.

Topics discussed;

Discuss the contractor's master programme, including incorporation of works outside of the main contract, inspections, commissioning and testing.

- Agree site access procedures and issues.
- Agree site induction procedures and other health and safety issues.
- Agree procedures for dealing with queries.
- Agree procedures for issuing instructions.

**Stage 12:**

No works are able to commence on site without prior written consent from your LU project manager and a pre-start meeting. Please refer to stages 7&11. All retail staff must obtain staff inductions from the Station manager.

**Stage 13:**

Site inspection by Project manager and LU fire engineer. See form 5 – landlord inspection for a list of documents required upon inspection.

If you have modified your layout ATU to be submitted (allow 3 days for approval). All the documents from form 5 must be available on site and electronically in order for the Fire engineer to submit your ATU application.

Your LBC consent will be taken into consideration here.

**Stage 14:**

Upon written confirmation from your LU project manager you have authority to trade.

As mentioned in stage 12 all retailers need to ensure their staff has the relevant fire safety training arranged via the station. This is not manager or overseen by TfL property.



## Standard Station

Overarching architectural principles have been developed to create consistency across the London Underground network to bring order, functionality and design to each station. While part of a large network each station type is to have its own identity.

To facilitate this an architectural palette has been developed for all stations within the Standard category which has defined the retail framework for retailers to then create their store fit outs within.



Standard Shops  
Click on the retail types to access  
the relevant section of the guide



## 4.1.1 Shops

### Shopfront

Principles  
Doors & Openings  
Glazing Skirting

### Signage

Primary Signage  
Additional Branding  
Merchandising  
Blade Signage

### Hoarding

Principles

### Entry Zone

Demise Line  
Ceiling  
Lighting  
Flank Walls

### Interiors

Flooring  
Ceiling & Services  
The Four Layers

## 4.1.2 Catering

### Shopfront

Principles  
Doors & Openings  
Glazing Skirting

### Signage

Primary Signage  
Additional Branding  
Merchandising  
Blade Signage

### Hoarding

Principles

### Entry Zone

Demise Line  
Ceiling  
Lighting  
Flank Walls  
Shopfront Display  
Canopies

### Interiors

Flooring  
Ceiling & Services  
Interior Elements  
Furniture  
Seating Zone  
Product Display  
The Four Layers

## 4.1.3 Pop-up Shops

### Signage

Primary Signage  
Additional Branding  
Blade Signage

### Hoarding

Principles

### Entry Zone

Lighting  
Flank Walls

### Interiors

Flooring  
Ceiling & Services  
Interior Elements  
Furniture  
Seating Zone  
Product Display  
The Four Layers

## 4.1.4 Kiosks

### Shopfront

Security & Roller Shutter

### Signage

Primary Signage  
Secondary Signage  
Brand Messaging  
Window Display

### Interiors

Ceiling & Services  
Lighting  
Counter & Display Units





## Shops

This section looks at non-catering shops defining the design principles that will guide retailers to designing and implementing store fit outs that align with the vision for TfL retail.



# 4.1.1

Standard Shops  
Large unit



### Elements to consider

- 01 Glazing
- 02 Flooring
- 03 Ceiling
- 04 Branded Flank Walls
- 05 Shop First Metre
- 06 Primary Signage
- 07 Doors



# 4.1.1

Standard Shops  
Medium unit



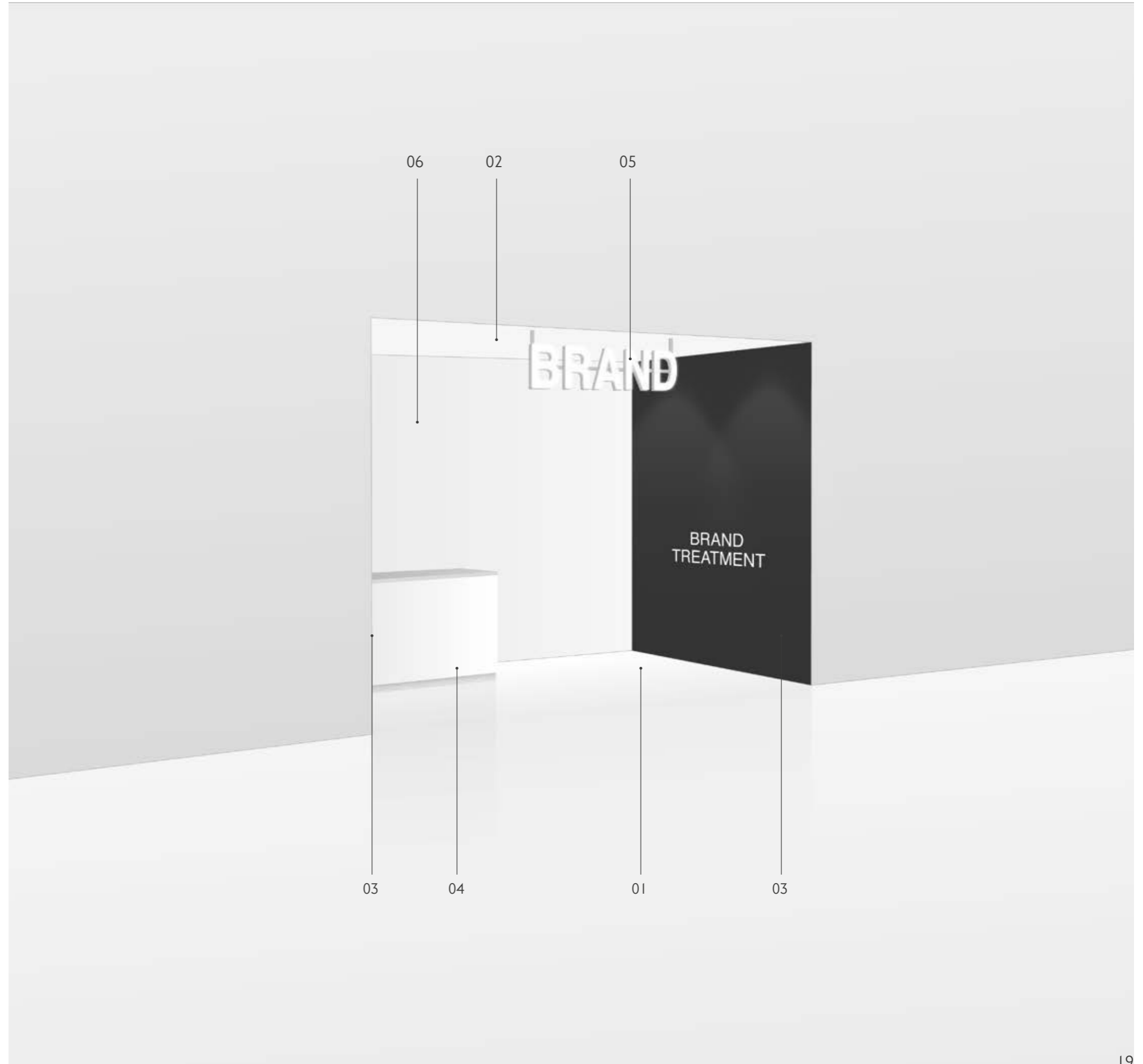
### Elements to consider

- 01 Glazing
- 02 Flooring
- 03 Ceiling
- 04 Branded Flank Walls
- 05 Shop First Metre
- 06 Primary Signage
- 07 Doors



# 4.1.1

Standard Shops  
Small unit



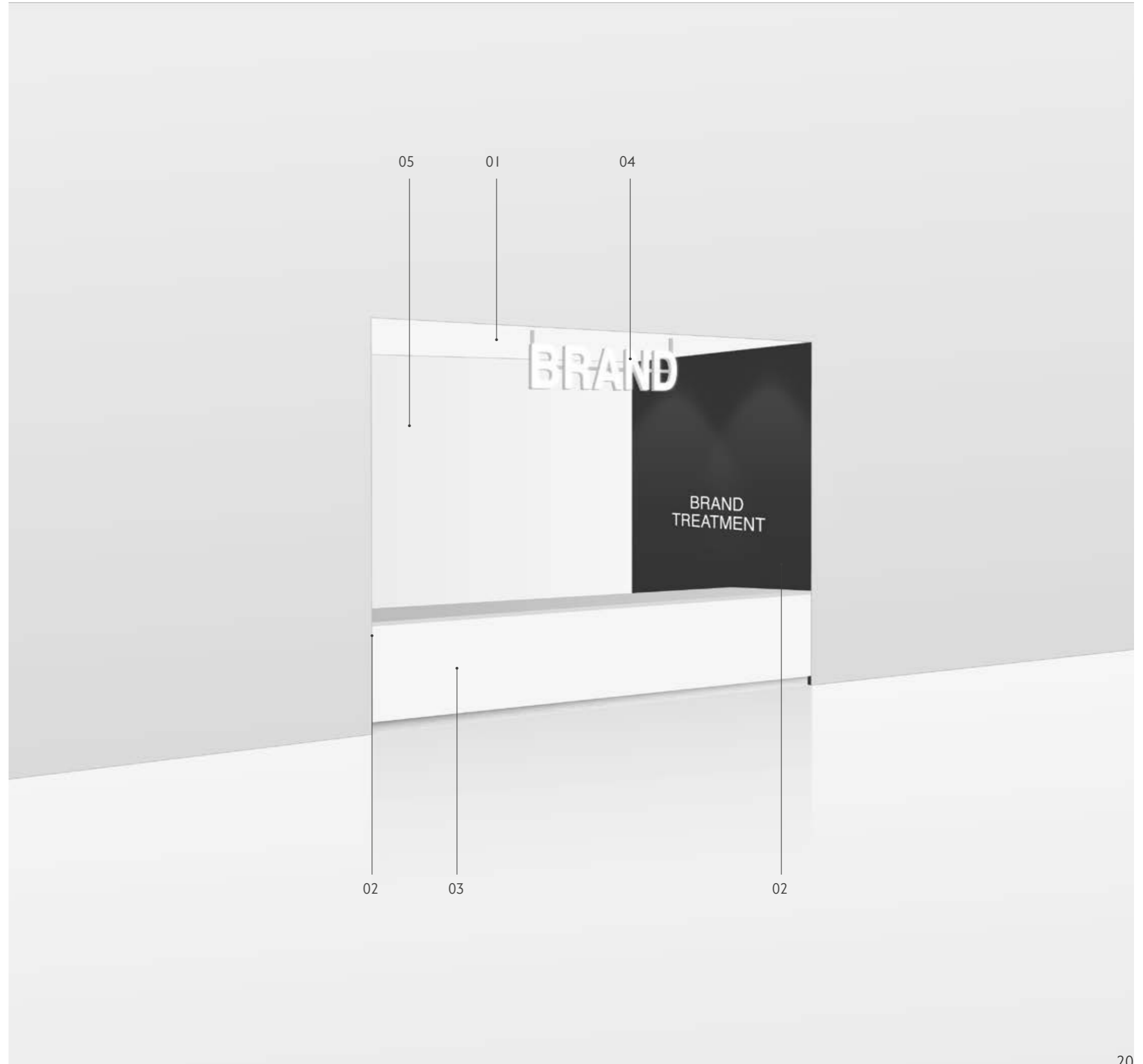
### Elements to consider

- 01 Flooring
- 02 Ceiling
- 03 Branded Flank Walls
- 04 Counter / Display
- 05 Primary Signage
- 06 Back wall treatment



# 4.1.1

Standard Shops  
Over counter unit



### Elements to consider

- 01 Ceiling
- 02 Branded Flank Walls
- 03 Counter / Display
- 04 Primary Signage
- 05 Back wall treatment



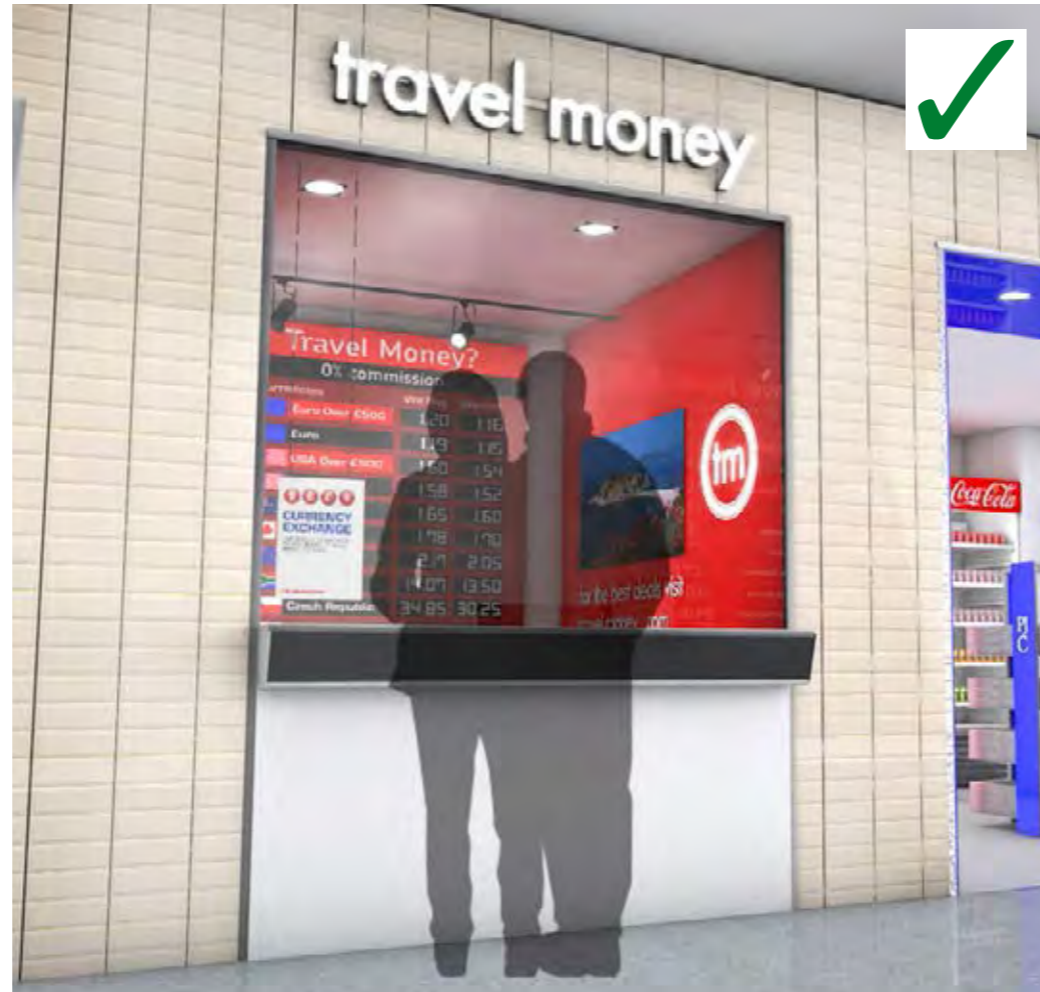
# 4.1.1

Standard Shops  
Poor Examples



# 4.1.1

Standard Shops  
Good Examples





## Shopfront

Clear and open shopfront that bring the retail fitout to the forefront of the station will be achieved with the use of clear glazed door systems.



# 4.1.1

Standard Shops  
Preference 01  
Concertina Doors



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Fully open shopfront

Clear views into store

If site conditions permit, when fully open, concertina doors to be concealed from view

Minimal framing

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

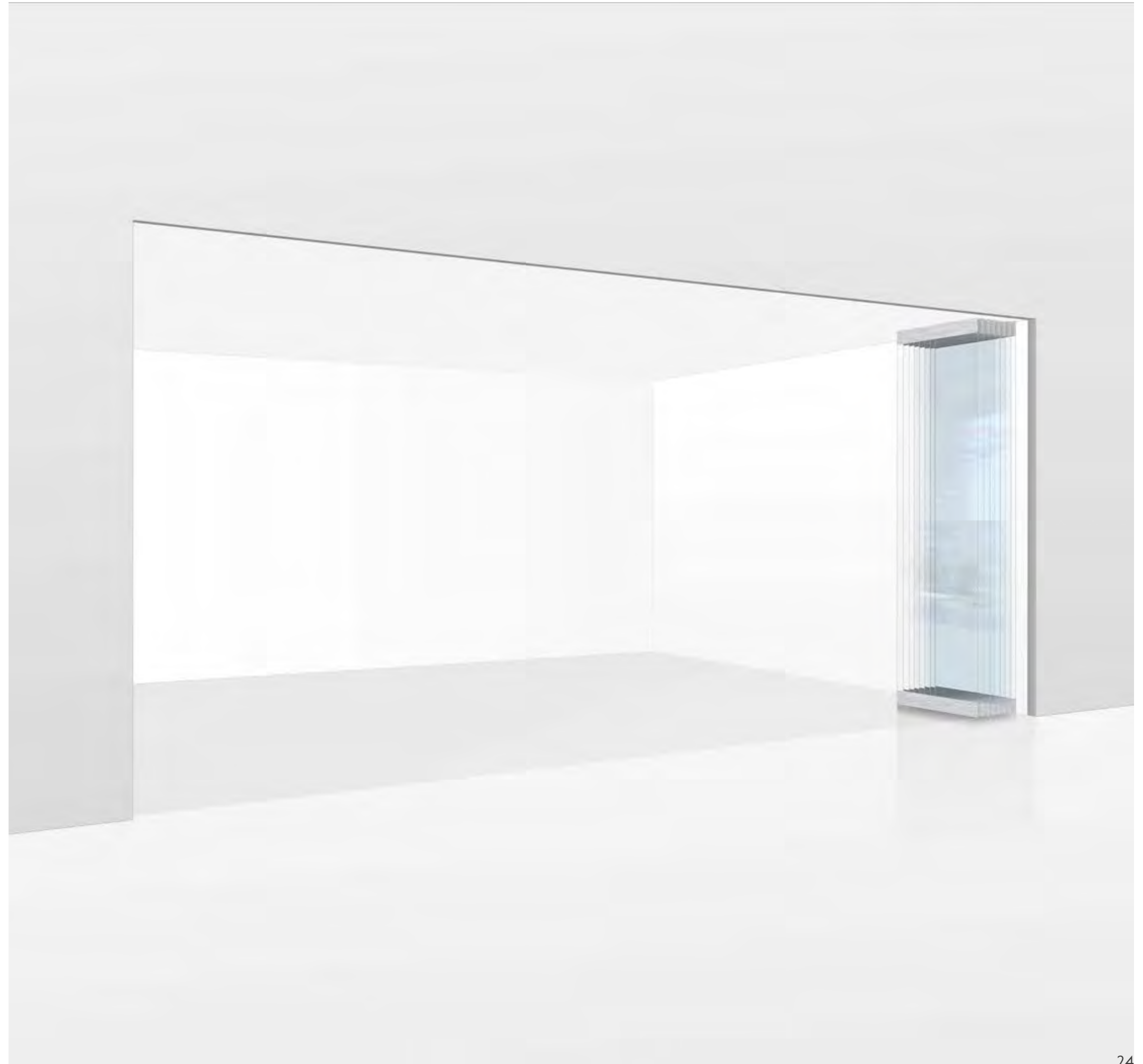
Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager





## 4.1.1

Standard Shops  
Preference 02  
Single Sliding Door



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Full height frameless glazing

Contemporary door system with minimal framing

Clear views into store

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

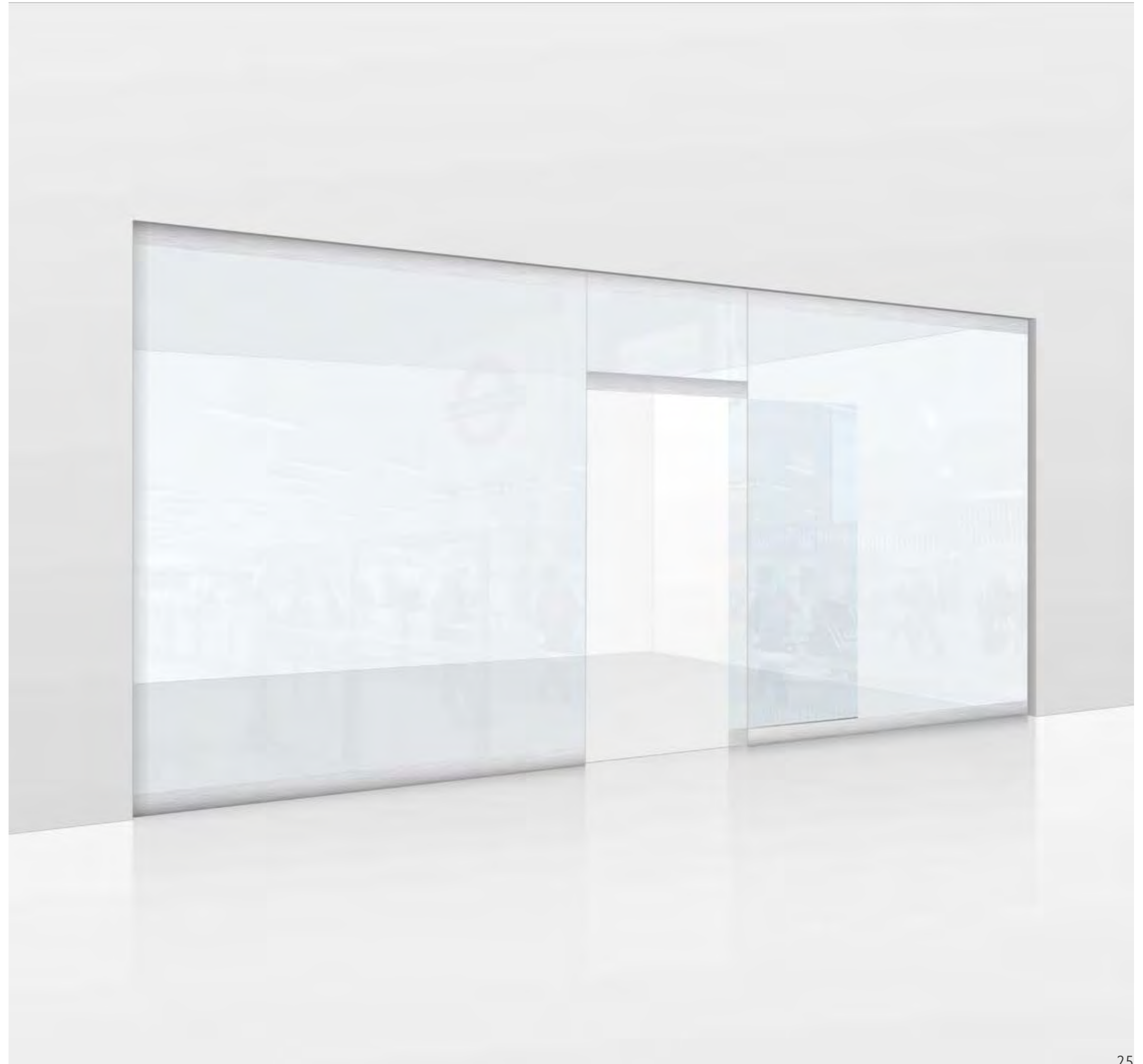
Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



# 4.1.1

Standard Shops  
Preference 02  
Double Sliding Doors



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Full height frameless glazing

Contemporary door system with minimal framing

Clear views into store

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

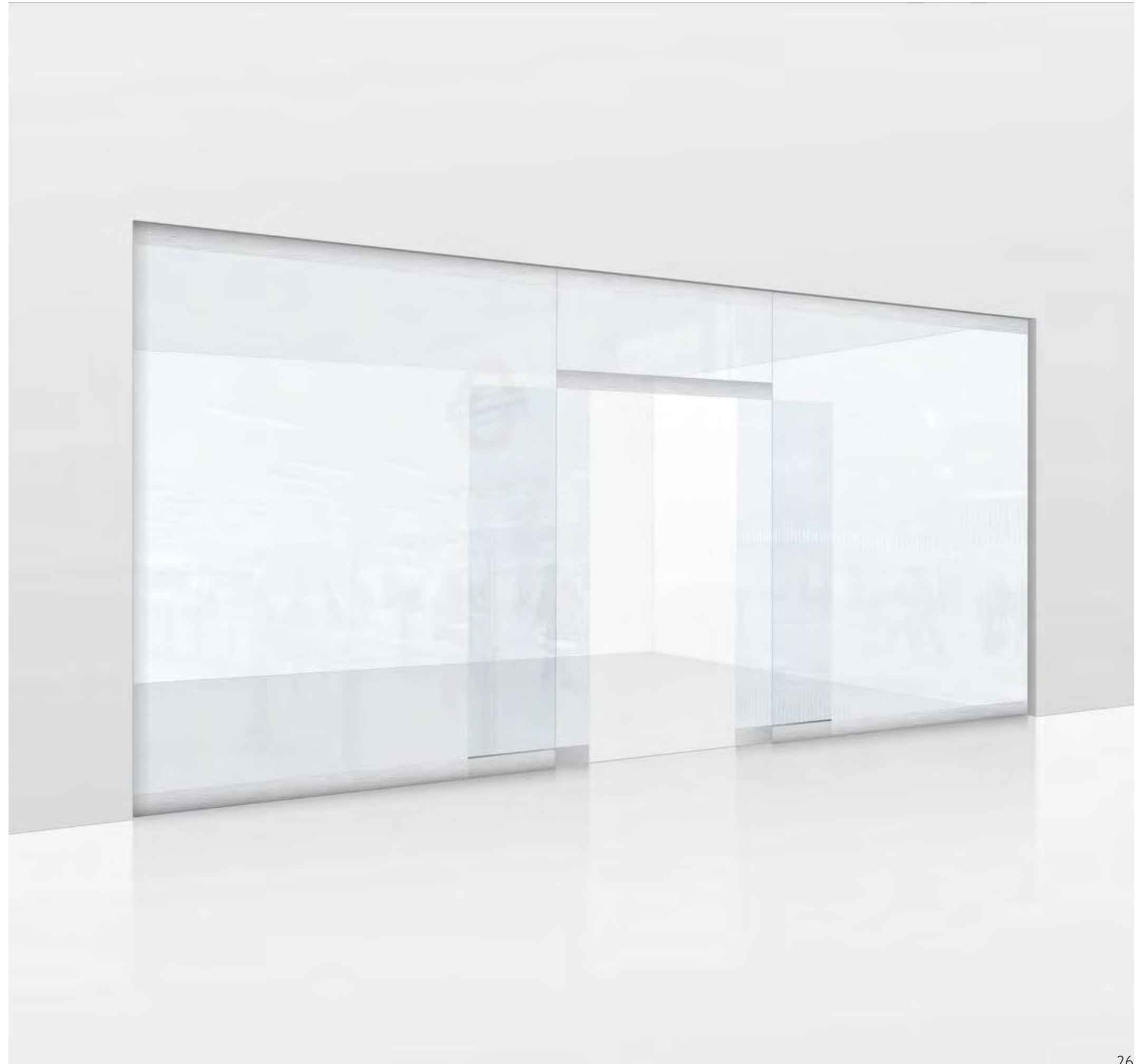
Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



# 4.1.1

Standard Shops  
Preference 03  
Single Swing Door



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Full height frameless glazing

Minimal and contemporary fittings

Consistency of door handle

Clear views into store

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



# 4.1.1

Standard Shops  
Preference 03  
Double Swing Doors



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Full height frameless glazing

Minimal and contemporary fittings

Consistency of door handle

Clear views into store

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

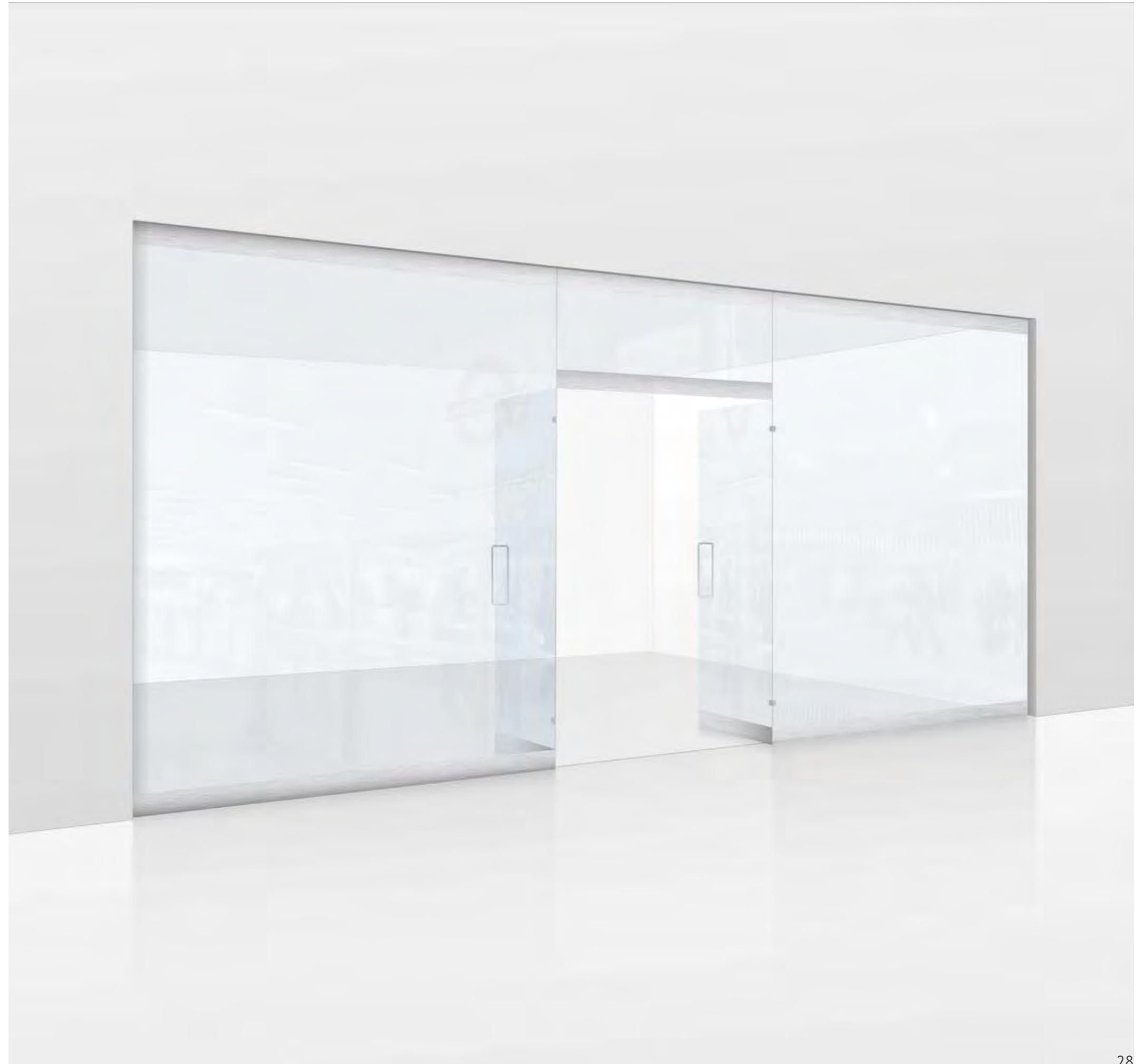
Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

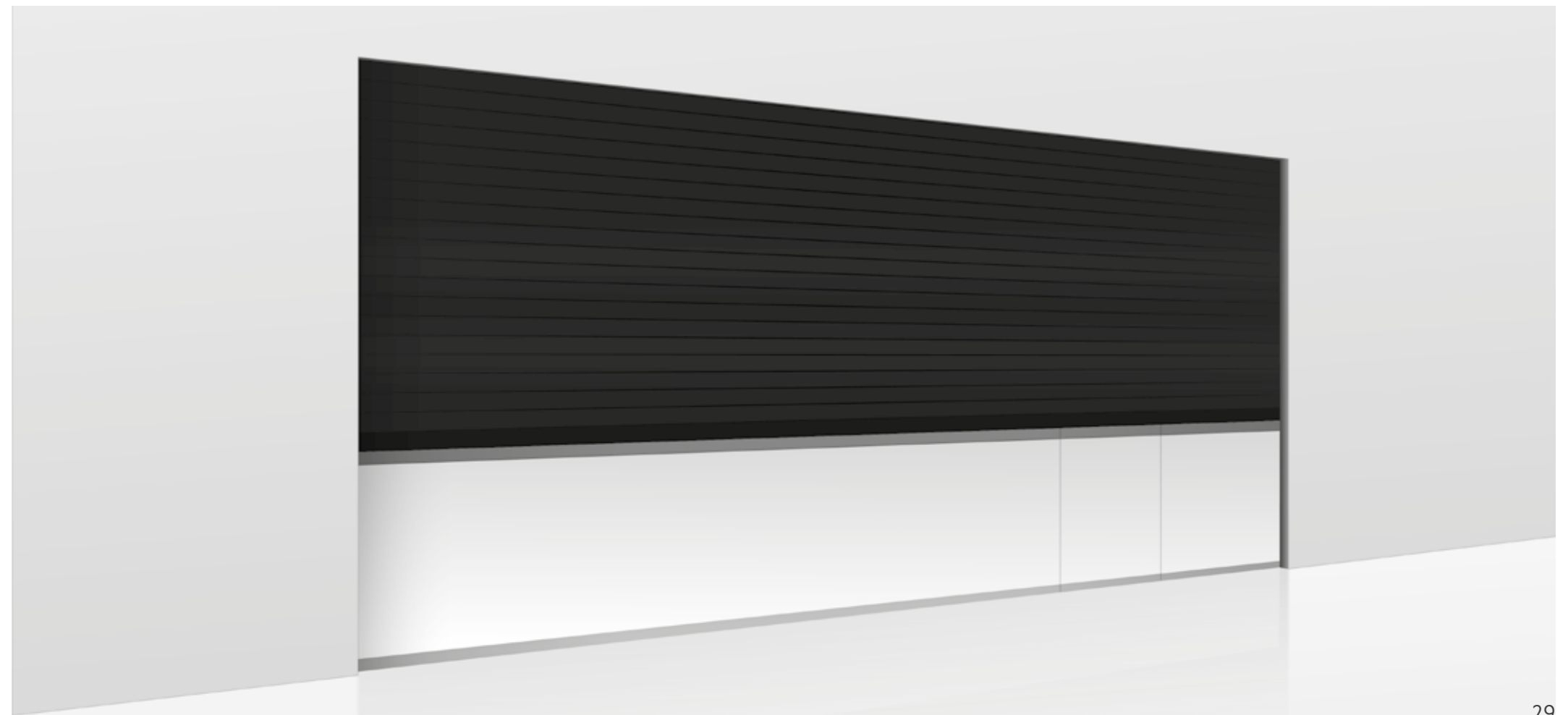
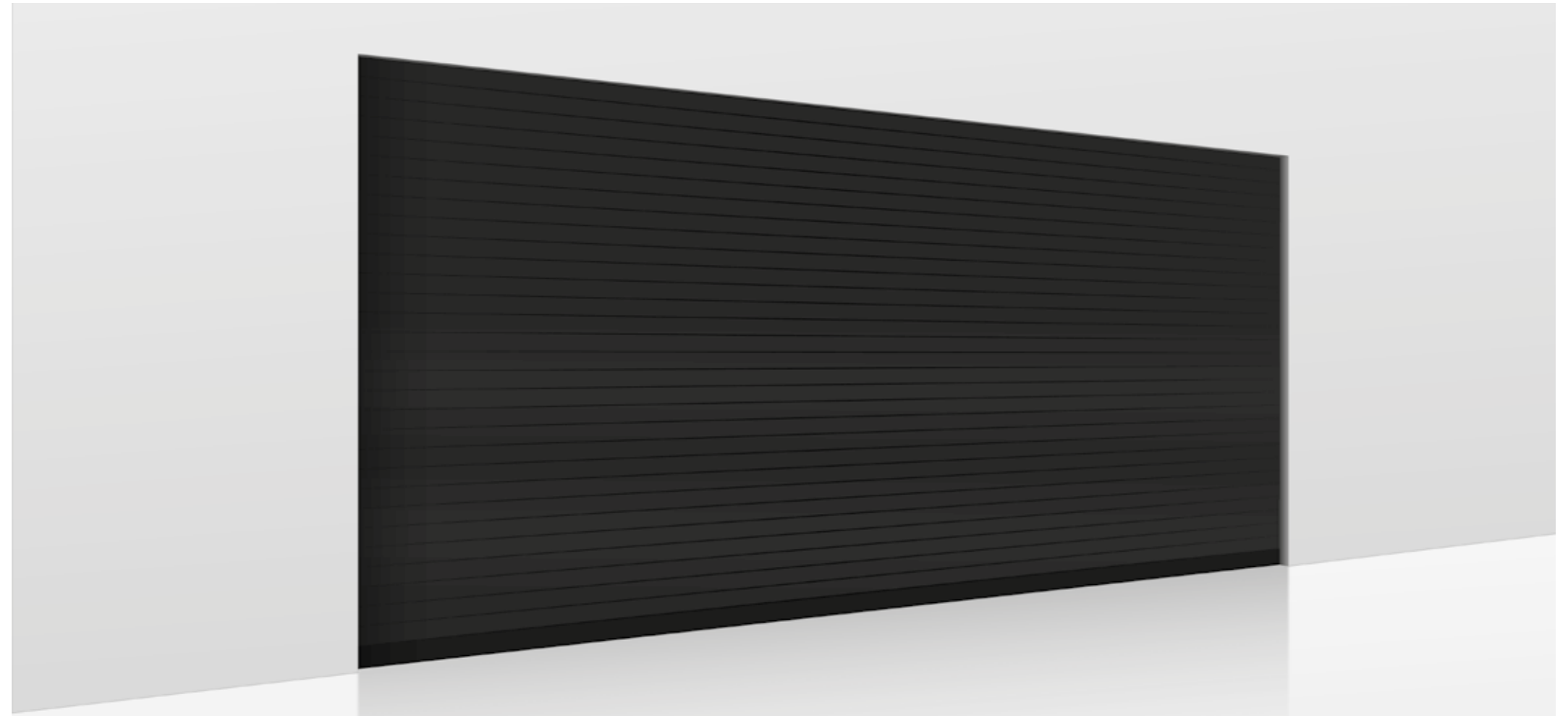
### Approvals

Please contact your allocated LU Project Manager



# 4.1.1

Standard Shops  
Preference 04  
Roller Shutter



### Principles

Consistency across shopfronts  
Contemporary shutter design

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

New and existing roller shutters to be sprayed out to match RAL colour 7022

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.1.1

### Standard Shops Upgrading existing shopfront



Your allocated LU Project Manager will define whether the existing shopfront can be retained or upgraded

#### Principles

To upgrade the existing shopfront and align with design standards on previous pages as much as possible

#### Details

Minimum requirements of a shopfront is to include;

Deep clean of entire shopfront including glazing

Made good and respray existing shopfront framing

Where suitable, clad over unnecessary details to create streamless and clean shopfront, particularly to cover boxed roller shutter units. All proposed cladding is to be discussed with your LU Project Manager

Where applicable, existing roller shutter to be made good and sprayed out to match RAL colour 7022

New signage is required to align with the signage section of this document

#### Approvals

Please contact your allocated LU Project Manager



## 4.1.1

Standard Shops  
Glazing Skirting



### Details

Skirting requirements to dependant on site conditions.

TfL to advise if skirting is required

All materials must be LU compliant

All materials used in a Sub-Surface classified retail units are to comply with S1086 Fire Safety Classification of Stations

### Skirting Specification

#### Fixing

Bonded to glazing

#### Dimensions

150mm high

#### Finish

Brushed stainless steel

### Approvals

Please contact your allocated LU Project Manager





## Signage

A contemporary illuminated signage design with clean lines provides consistency across the retail frontage while retaining the retailers brand identity.





## 4.1.1

Standard Shops  
Preference 01  
Fixed to Bar



### Selection of signage type

Signage type is dependant on site conditions

TfL to define required signage type for station

### Details

Letter height and width to be determined dependant on site conditions

Ensure amp source is always hidden from view

Ensure no visible spotting or stripping on any diffuse surface

### Specification

#### Application

Individual letters fixed to box section

#### Size

Site specific with return of 40mm

#### Material

All Sub-Surface category retail units must use glazing to front face of signage letters

All Surface category retail units are able to use LU compliant acrylic to front face of signage

Brushed stainless steel box section and signage letter returns

#### Illumination

White LED light only. Please refer to lighting section

#### Approvals

Please contact your allocated LU Project Manager



## 4.1.1



Standard Shops  
Preference 02  
Trapeze

### Selection of signage type

Signage type is dependant on site conditions

TfL to define required signage type for station

### Details

Letter height and width to be determined dependant on site conditions

Ensure amp source is always hidden from view

Ensure no visible spotting or stripping on any diffuse surface

### Specification

#### Application

Individual letters fixed to trapeze  
Suspended behind glazed shopfront where applicable

#### Size

Site specific with return of 40mm

#### Material

All Sub-Surface category retail units must use glazing to front face of signage letters

All Surface category retail units are able to use LU compliant acrylic to front face of signage

Brushed stainless steel box section and signage letter returns

#### Illumination

White LED light only. Please refer to lighting section

#### Power Source

Run through stainless steel box section

#### Approvals

Please contact your allocated LU Project Manager



# 4.1.1

Standard Shops  
Additional branding  
to Shopfront



## Principles

Additional branding on the shopfront must be creative and reflect the brand

Additional branding must retain views into the store

## Details

Additional branding on the shopfront must not exceed 25% coverage

Additional branding must be applied to the inside face of the shopfront

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

## Approvals

Please contact your allocated LU Project Manager



# 4.1.1

Standard Shops  
Additional branding  
Glazing Manifestations



### Principles

Glazing manifestation to be used if back of store furniture, racking systems or equipment is visible through glazing

### Details

Half height window manifestation to be used if back of low store furniture or equipment is visible through glazing

Full height window manifestation to be used if back of high level racking system is visible through glazing

Branded graphic to be printed to vinyl and applied to the inner face of glazing

Artwork to be approved by your LU Project Manager

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



Half height glazing manifestation



Full height glazing manifestation



## 4.1.1

### Standard Shops Additional Advertising



#### Principles

The number of additional advertising posters to be limited

All advertising should be housed within clip frames or use a POS cable display system

Advertising can only be displays on the left and right internal flank walls if retail unit allows. If retail unit has glazed flank walls advertising can be displayed behind the glazing, with the use of a POS cable display system

Advertising is not permitted on the shopfront and should be only be displayed within retail unit

Posters to be hung at eye level

#### Details

Posters to be housed within high quality frames or hung using high quality wire suspension system

Posters are to be set 150mm back from shopfront glazing

Posters are not to be stuck directly to walls, joinery or shopfront

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



Posters at rear



Posters on shopfront



# 4.1.1

## Standard Shops Merchandising



### Product display principles

Limit the product offer to suit the size of unit

Similar product types to be grouped together

Products not to be overstocked to ensure the customer can clearly see product selection

Product to be separated from advertising to ensure customer can clearly see product selection

Use lighting to help highlight the product displays

All product to be housed in purpose built displays to give clear vision and callout. Size of product displays to depend on retail unit size

All product displays should be contained within unit and not approach on the station demise

Free standing product display stands and refrigeration chillers to be considered and incorporated into the design of the retail unit. In most cases display stands and refrigeration chillers should occupy the rear wall of retail unit. Displays are not permitted at the entrance of retail unit.

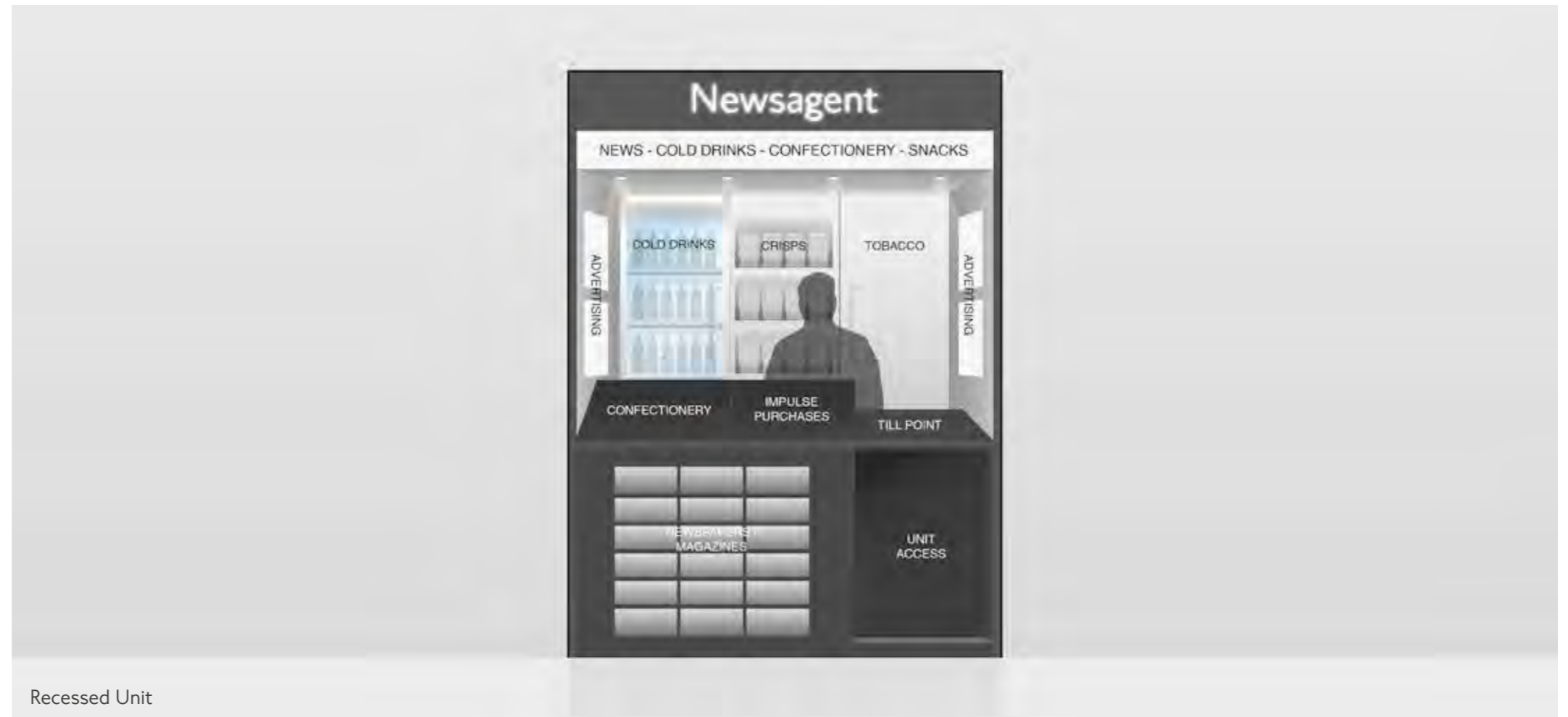
Newspapers and magazines to be displayed on front face of counter in purpose built displays.

Free standing display units are not permitted

Counter cladding to be of a high quality finish e.g. Stone, Tile, Timber or Metal

### Approvals

Please contact your allocated LU Project Manager



Recessed Unit



Non-recessed Unit



## 4.1.1

### Standard Shops High Ceiling Blade Signage



#### Selecting type of blade sign

The use of blade signs is dependant on site conditions

TfL to define if blade signs are suitable and if so TfL to define blade sign type

#### Specification High Ceiling

##### Application

Framework to be fixed to landlord pilaster. TfL to approve fixing method

##### Size

To be determined by LU Project Manager

##### Material

Powdercoated metal to match RAL 7022

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

##### Graphic Panel

Brand logo to be die-cut through powdercoated metal panel. Retailer responsible to provide.

##### Branding Zone

Branding to be centred on panel

##### Illumination

White LED light only

##### Power Source

To run through framework

#### Approvals

Please contact your allocated LU Project Manager



## 4.1.1

### Standard Shops Low Ceiling Blade Signage



#### Selecting type of blade sign

The use of blade signs is dependant on site conditions

TfL to define if blade signs are suitable and if so TfL to define blade sign type

#### Specification Low Ceiling

##### Application

Framework to be fixed to landlord pilaster. TfL to approve fixing method

##### Size

To be determined by LU Project Manager

##### Material

Powdercoated metal to match RAL 7022

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

##### Graphic Panel

Brand logo to be die-cut through powdercoated metal panel. Retailer responsible to provide

##### Branding Zone

Branding to be centred on panel

##### Illumination

White LED light only

##### Power Source

To run through framework

#### Approvals

Please contact your allocated LU Project Manager







## Hoarding

Retailers are encouraged to create bold statements on their hoarding designs that reflect the brand.

Attract the customers attention and take the opportunity to identify store opening dates.



## 4.1.1

Standard Shops  
Hoarding Graphics



Applied to glazing

### Principles

- Reflect your brand identity
- Attract the attention of the customer
- Identify store opening dates

### Details

- TfL to approve hoarding graphic design prior to installation
- TfL to specify whether graphic to be applied to glazing or hoarding structure
- All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

- Please contact your allocated LU Project Manager



Applied to hoarding



## Entry Zone

The first metre of all retail units is a controlled zone in order to maintain the quality of the retail presentation. Quality finishes and a controlled branding zone creates framework for retailers to inject their brand identity.



# 4.1.1

Standard Shops  
Demise Line



### Principles

To create a clean detail between TfL and retailer unit floor finishes

Retailer floor finish to be level with TfL floor finish

### Details

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Specification

Where required.

### Materials

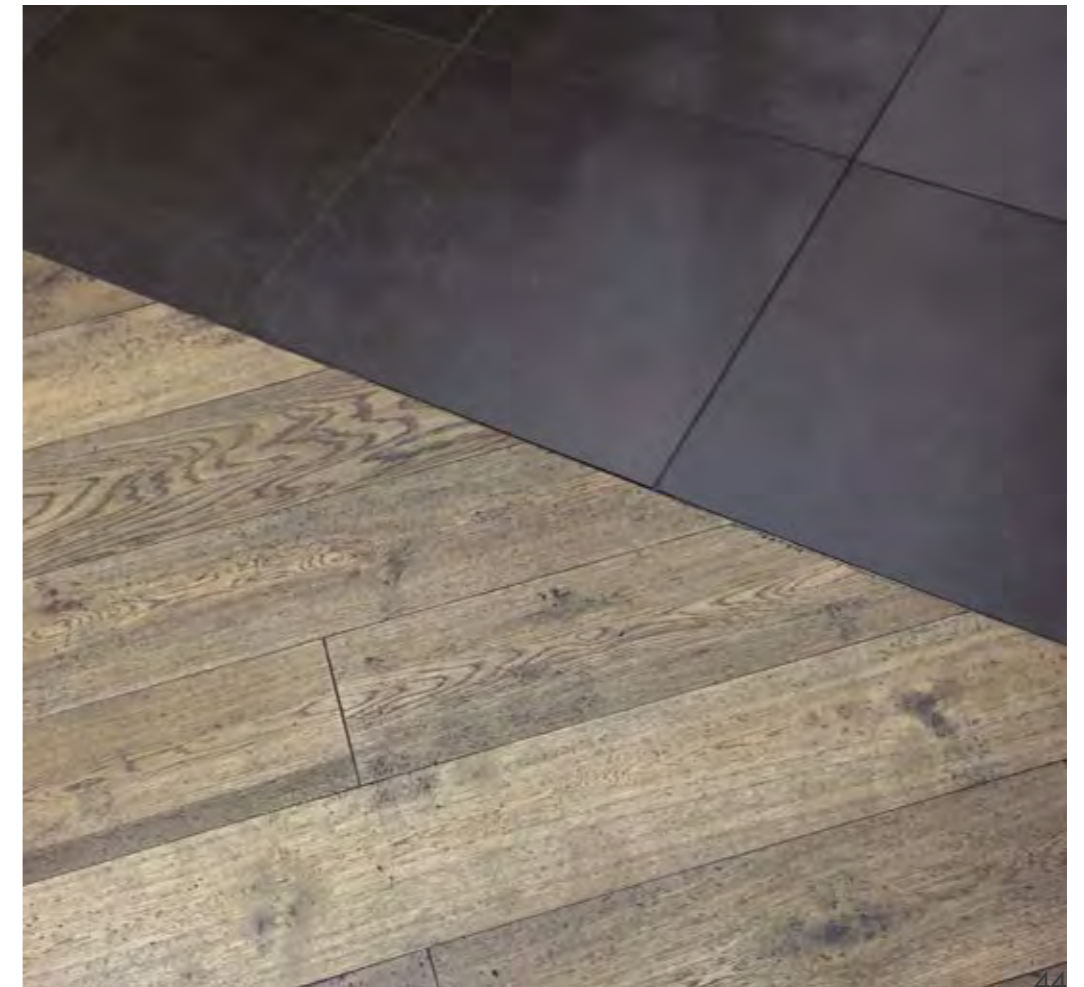
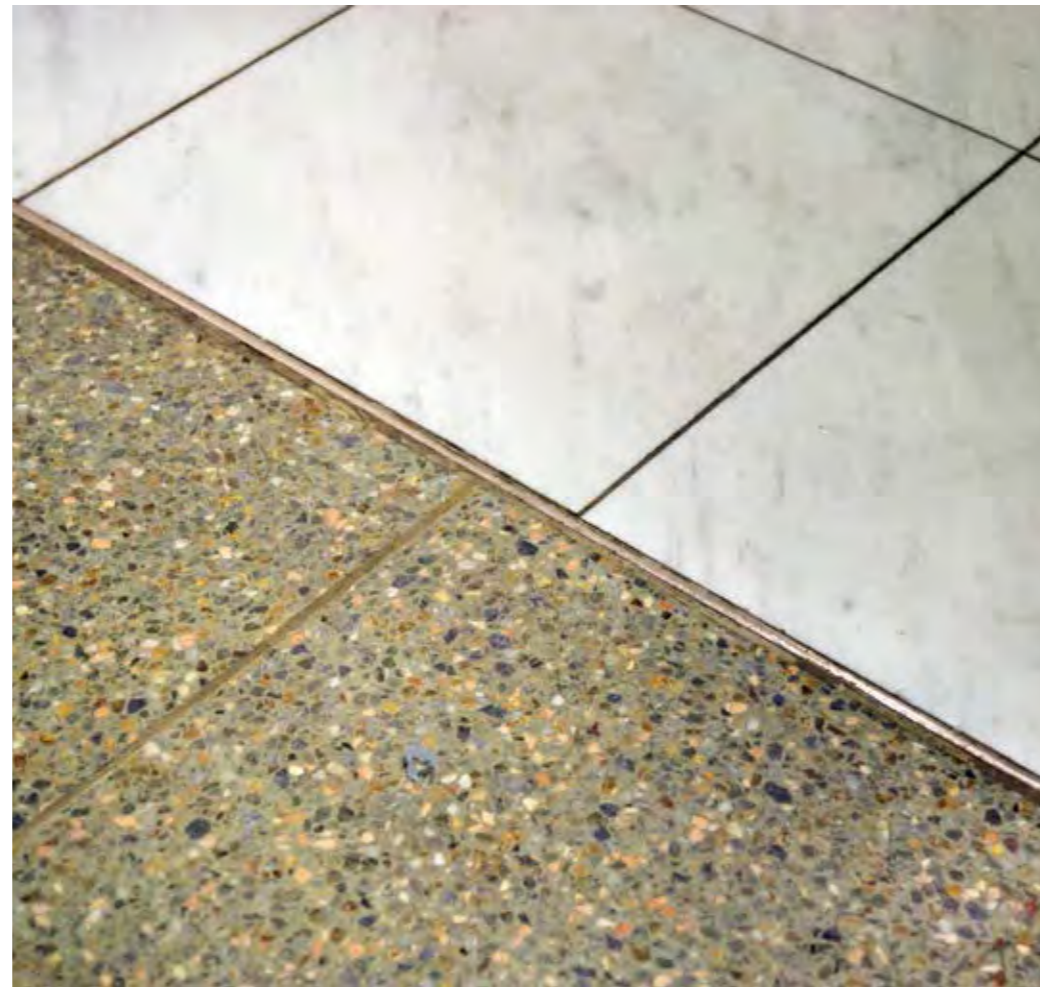
L angle inlay strip

### Finish

Brushed stainless steel

### Approvals

Please contact your allocated LU Project Manager



# 4.1.1



## Standard Shops Ceiling

### Principles

TfL to control ceiling finish within first metre of shop

To provide a consistent and high quality ceiling finish

### Details

Standard ceiling tiles and egg crate ceilings are not permitted

### Specification

#### Extent

Shop depth over 3m: Plaster ceiling finish to the first metre of the shop

Shop depth less than 3m: Plaster ceiling finish throughout shop or provide a creative ceiling design to be approved by TfL

Ceiling depth is dependant on site constraints. TfL to provide guidance and approvals

The above is minimum requirements. If a creative ceiling solution is proposed, approval is at the discretion of your LU Project Manager

#### Materials

Plasterboard equivalent to be LU compliant

#### Finish

Pure Brilliant White paint finish

### Ceiling Examples

01 Set back bulk head

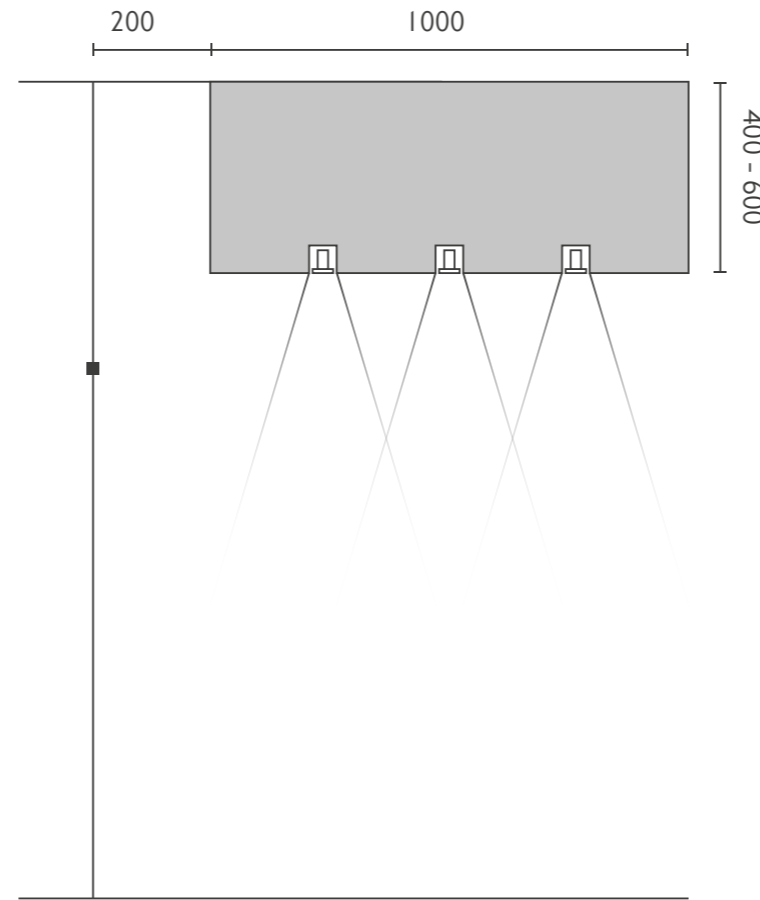
02 Bulkhead behind fascia

03 & 04 Flush ceiling treatment due to height restriction

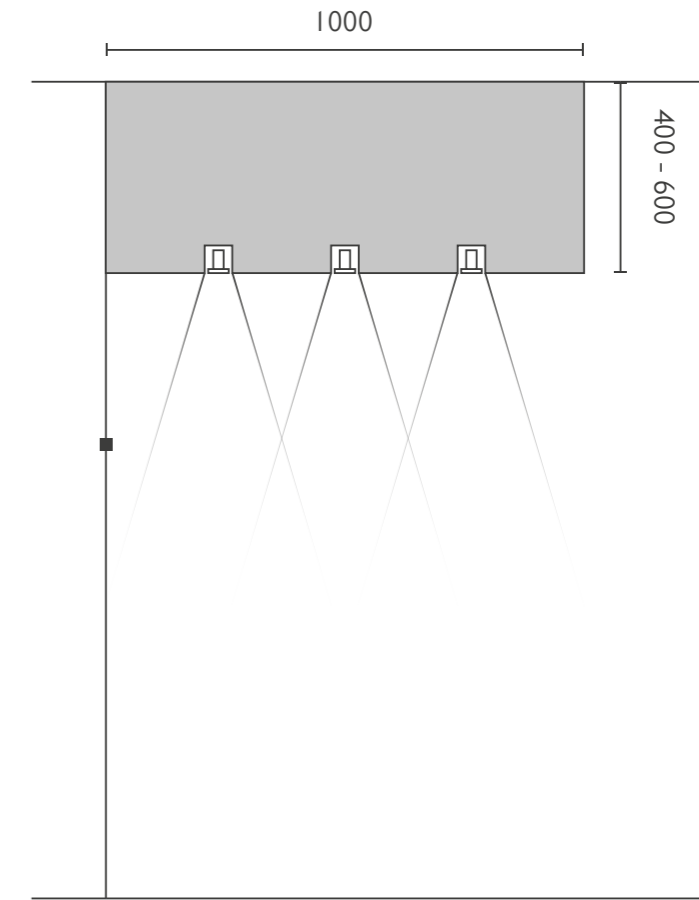
### Approvals

Please contact your allocated LU Project Manager

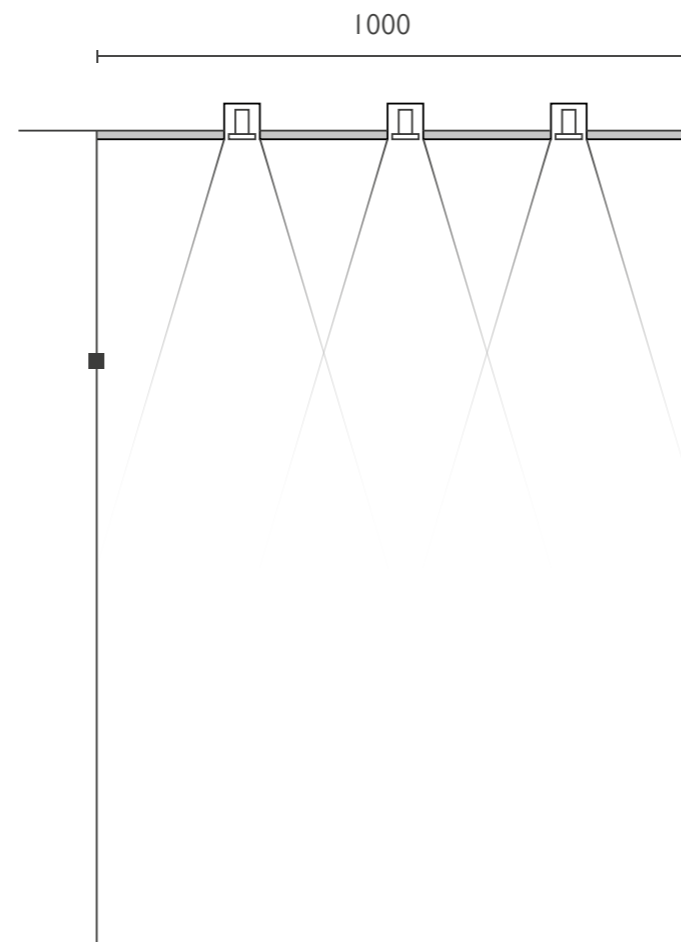
01



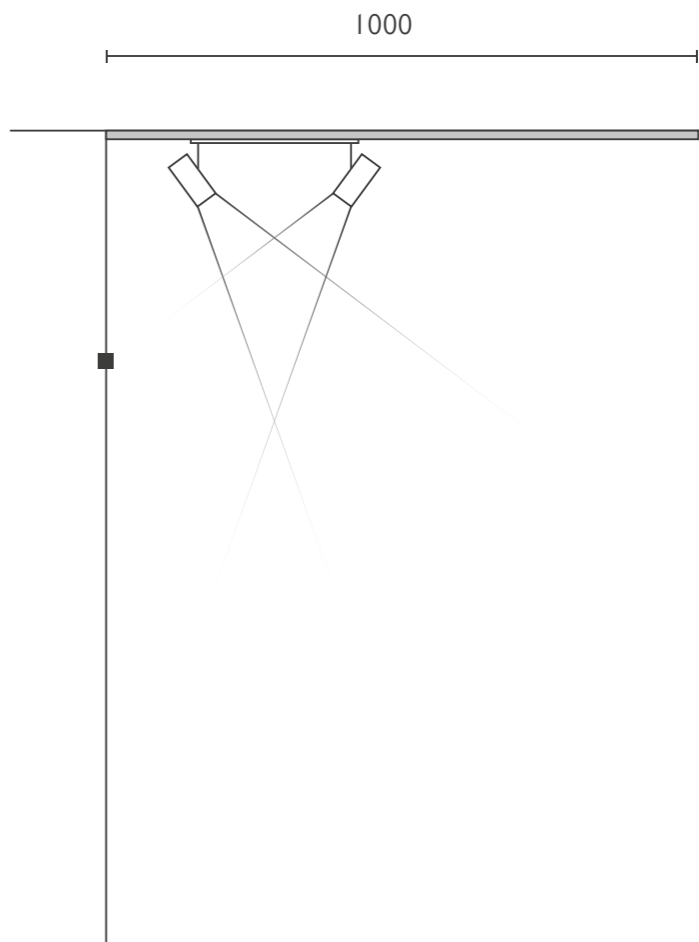
02



03



04



## 4.1.1

### Standard Shops Lighting Principles



#### Principles

The lighting of the store front is a key element in enforcing the brand identity and in creating an interesting and inviting shop front that will draw customers into the store.

While it is important not to place any unnecessary restrictions on these areas so that the use of creative and interesting displays is not discouraged it is key that any lighting within these zones be carefully controlled so as not to create any light pollution into the station itself.

While some spill light into the station is inevitable this should always be designed so that the additive light never exceeds 150lx within a one-meter zone around the stores boundary.

#### Details

To ensure that all shop front lighting within the station environment is consistent and works with the aesthetic the following should be applied:

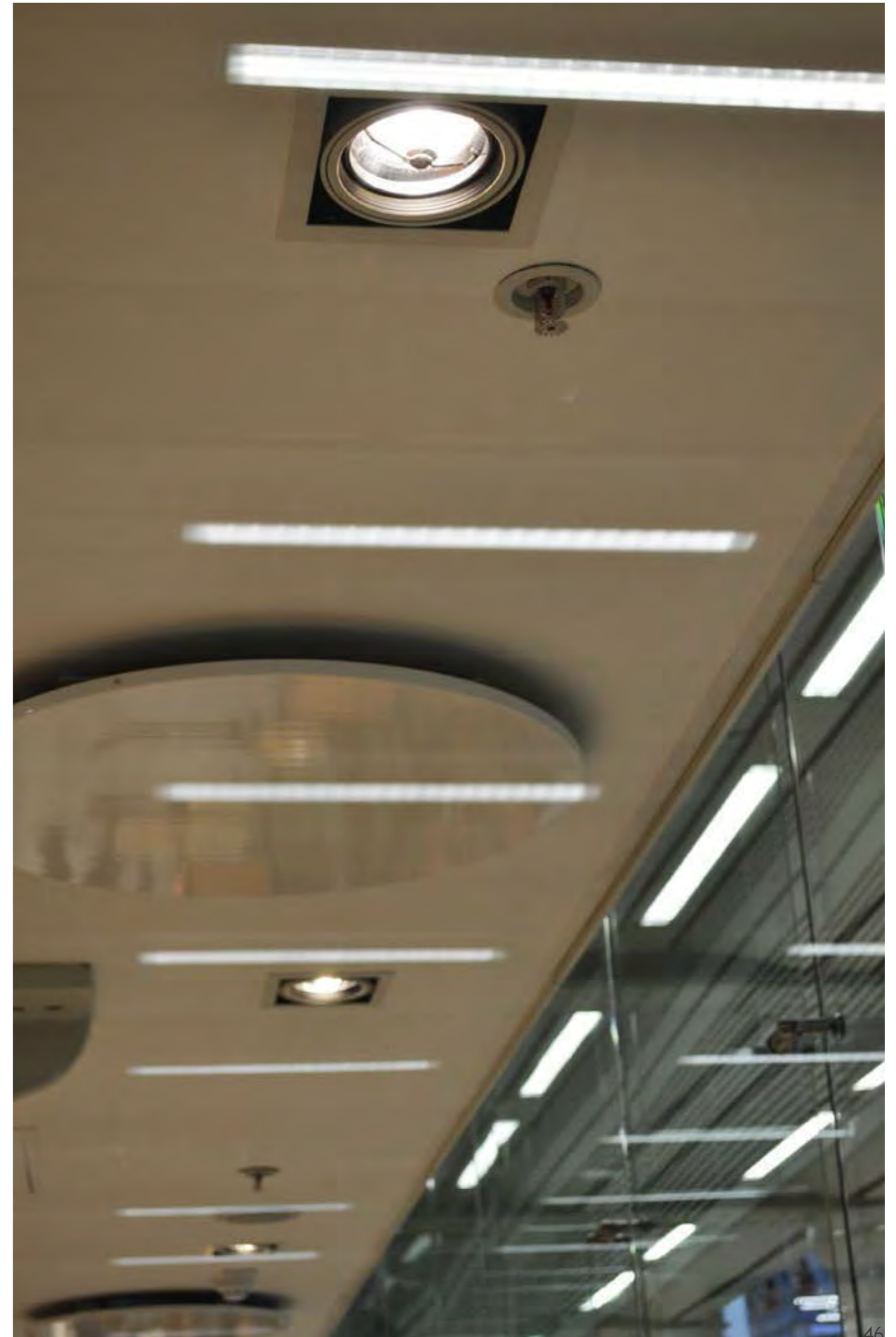
All luminaires should be aimed into the store and displays to prevent any issues with glare any reduce any spill light into the station.

All display lighting as well as any lighting within the first metre of the store should be controlled separately to the rest of the store and should be left illuminated all the while the station is operational.

All lighting should have a colour temperature of 3000K unless being used for illuminated signage or within back illuminated displays, which should have a temperature of 4000K.

Decorative luminaires and lighting installations are encouraged however at no point should strobe, spinning or fast chase effects be used

All lights sources and lamps should be shielded from view at all times for both in direct and indirect lighting applications.



## 4.1.1

### Standard Shops Lighting Technical



#### Principles

All equipment supplied shall comply with the relevant local norms, and be capable of installation in accordance with the manufacturers' instructions.

The lighting installation shall be designed to utilise luminaires selected from manufacturers' standard ranges. Special and variant luminaires must be approved by the Landlord.

Where gear or transformers are installed remotely care should be taken to ensure that they are easily accessible for maintenance. High frequency electronic control gear shall be employed as standard to eliminate stroboscopic effects, improve lamp life and maximise energy efficiency.

Lamp luminaire combinations shall be selected to conform to the Part L requirements.

LED technology shall be given preference and used wherever appropriate.

Illuminance levels on merchandise are to achieve an average of 1000 Lux to a maximum of 1500 Lux.

**All light sources will meet the following criteria:**

Colour Rendering Index of >85

Colour temperature of 3000K

#### Details

While LED technology shall be given preference this will not be suitable for all applications.

The latest LED technology has a typical maximum lumen output of 5000 lumens and does still not compete (or compare) with high-powered ceramic metal halide lamp sources above 50W. With this in mind there may also be opportunities for using such technologies, however consideration should be given to 'warm-up and re-strike' times as such lamps are not 'instant on' and are extremely difficult to dim.

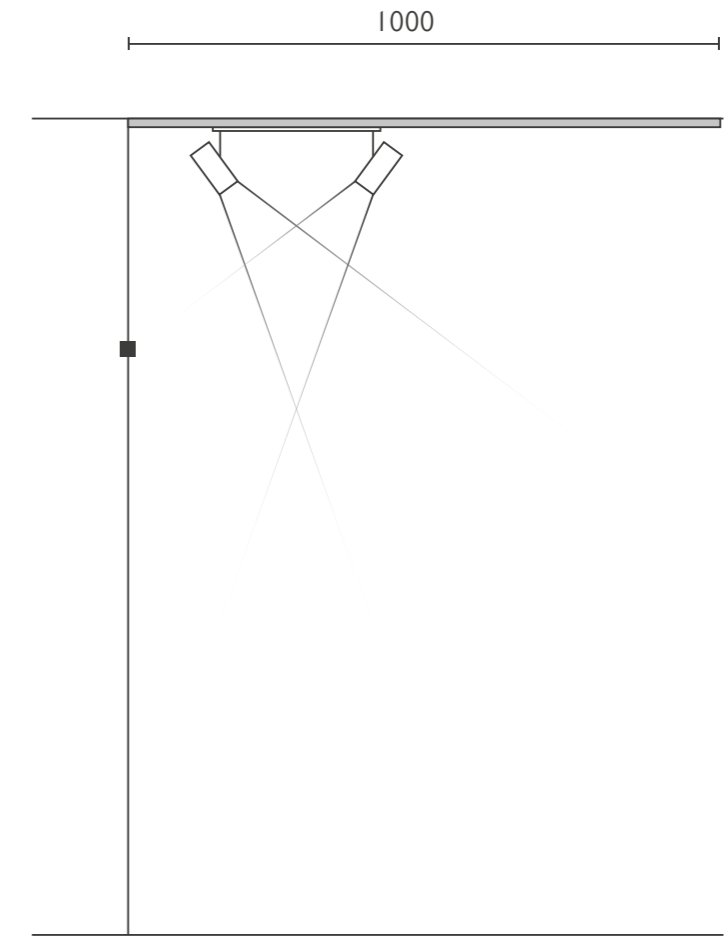
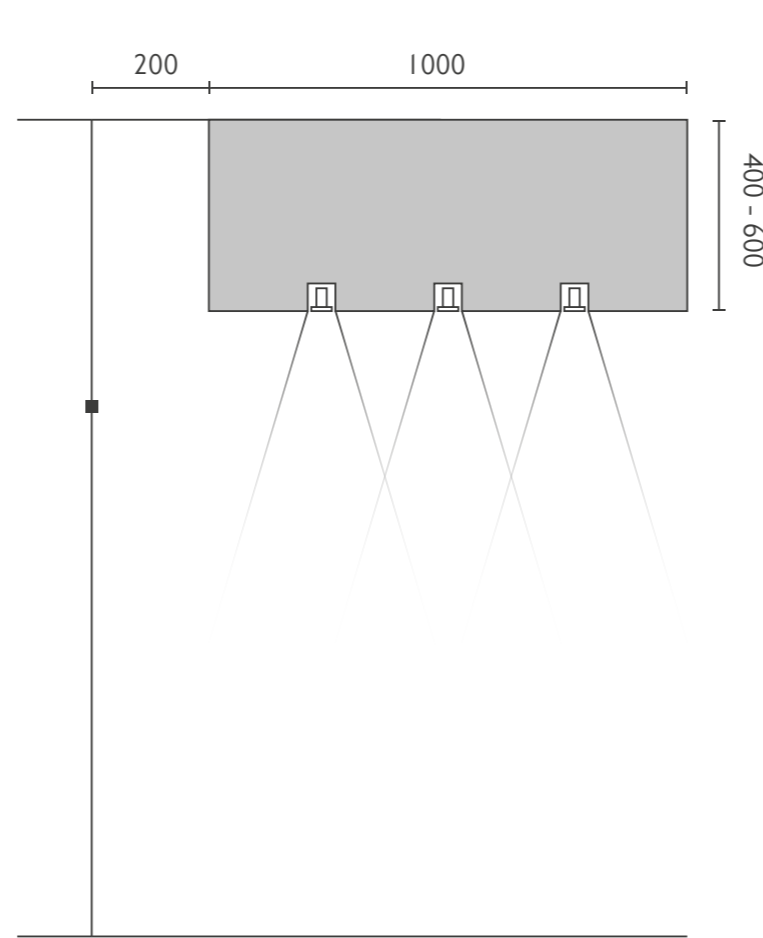
In addition to this both linear and spotlight LED chips are inherently 'directional' sources so in instances where a softer quality of illumination is required, fluorescent technology may be more appropriate.



# 4.1.1



## Standard Shops Lighting Specification



### Principles

Provide consistency across all retail units

### Details

Retailers to provide adjustable recessed or track lighting at first metre of shopfront

### Specification

Recessed Single, Twin or Track spot

### Finish

White

### Body

Die-cast aluminium

### Light source

LED

### Adjustment

Independent adjustment of each single lamp body

### Approvals

Please contact your allocated LU Project Manager







**Design Guidelines & Codes**

The following mandatory, legislative and regulatory requirements, British Standards, Codes of Practice and Best Practice professional guidance publications will form the parameters of the lighting installation:

Code for Lighting (CIBSE/SLL, 2012): Part 0: Contents and Preface	2010
Chapter 1: The Balance of Lighting	BS EN 1838, Parts 1 & 7 Lighting Applications – Emergency Lighting BSI, 1999Trust, 2013
Chapter 2: Indoor Workplaces	
Chapter 6: Energy	
Chapter 7: Construction (Design and Management) Regulations	TFL Good Practice Guide - Accessibility
BS EN 12464-1:2011 Light and Lighting - Lighting of Work Places Part 1 Indoor Work Places	ICEL Guide - ICEL 1006: Emergency Lighting Design Guide. ICEL, 1997
BS 8300:2009+A1:2010 Design Of buildings and their approaches to meet the needs of disabled people - Code of practice.	Lighting Guide 12 - Emergency Lighting Design Guide (SLL LG12), 2006
Statutory Instrument No. 3004 The Workplace (Health Safety and Welfare) Regulations. HMSO, 1992	TFL I-0066 Category 1 standard, Lighting of London Underground Assets
IEE Wiring Regulations 16th Edition	TFL I-0085 Category 1 standard, Fire safety performance of materials
Workplace, Health Safety and Welfare Approved Code of Practice. HSC, 1992	London Underground Category 5-364 Retail Presentation in the LU environment
Building Regulations, Part L2B Conservation of Fuel and Power: HMSO,	Best Practice: The Essential Guide to Retail Lighting, BRE

**Illuminance Criteria**

With reference to the design parameters and based upon previous practical experience, any proposed lighting scheme shall be designed to achieve the following design criteria unless otherwise agreed with TFL: The lighting criteria will be designed to meet the illuminance levels within 10% of the recommended minimum step change between illuminances.

Store Light Levels	Min - 200lx average	Max 600lx average
Light Source Colour Temperature	3000K	
Colour Rendering Index	> 85	
Signage Luminance	400Cd m sq Max	
Emergency Lighting	None section 12 areas	Section 12 areas
Emergency Escape Routes (Centre line of route)	1 lx minimum	15 lx average
(50% route)	0.5 lx minimum	5 lx minimum
Open Areas (Core Area excl. 500mm border)	0.5 lx	15 lx average
- shall be	Where possible all light spill of luminaires into the station areas minimised & correctly focused.	
- illuminated all the	Any lighting within the 1st metre of the store should be left while the station is operational.	

**Note**

LEDs. The actual colour temperature of a 3000k LED light source varies between manufacturers. In order to ensure consistency throughout the Luxury Rooms a baseline sample will be held by TFL for matching.



# 4.1.1

## Standard Shops Flank Walls



### Principles

A flank wall is the first metre of wall from the demise line

Opportunity for branding

Consider the customers approach

Flank wall design to be approved by TfL

### Details

High quality materials to be used

Paint finish will not be permitted

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Specification

#### Extent

Shop depth over 3m: Flank wall treatment to extend for the first metre from the demise line

Shop depth less than 3m: Flank wall treatment to continue the full depth of the shop

Flank wall treatments to run full height from floor to ceiling

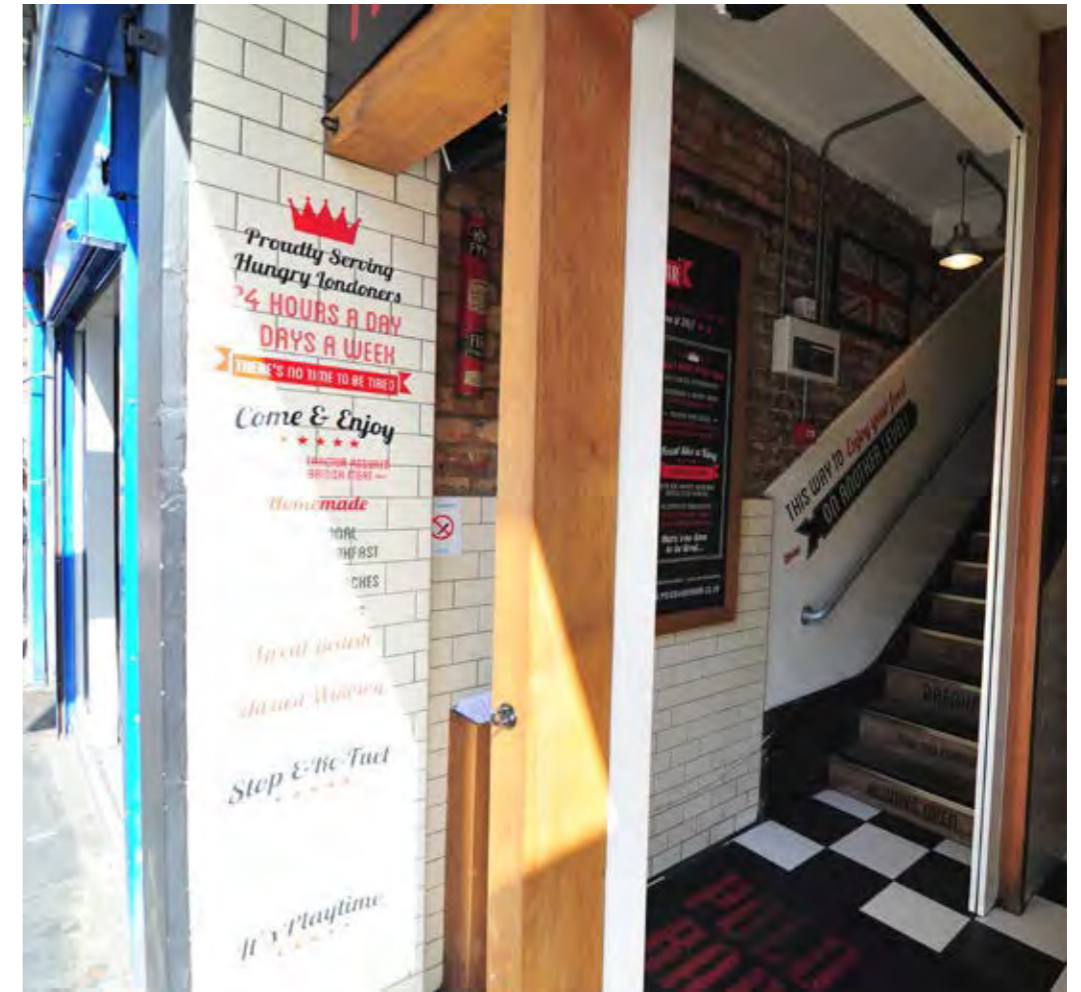
### Approvals

Please contact your allocated LU Project Manager



# 4.1.1

Standard Shops  
Flank Walls



### Materials

TfL encourages the use of high quality finishes

Paint finishes are not permitted

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.1.1

Standard Shops  
Equality Act 2010



### Details

Glazing should have a permanent manifestation

The manifestations should be at two heights, between 850-1000mm and between 1400 - 1600mm from the ground

Doors that are left open during opening hours are required to have a colour contrasted edge

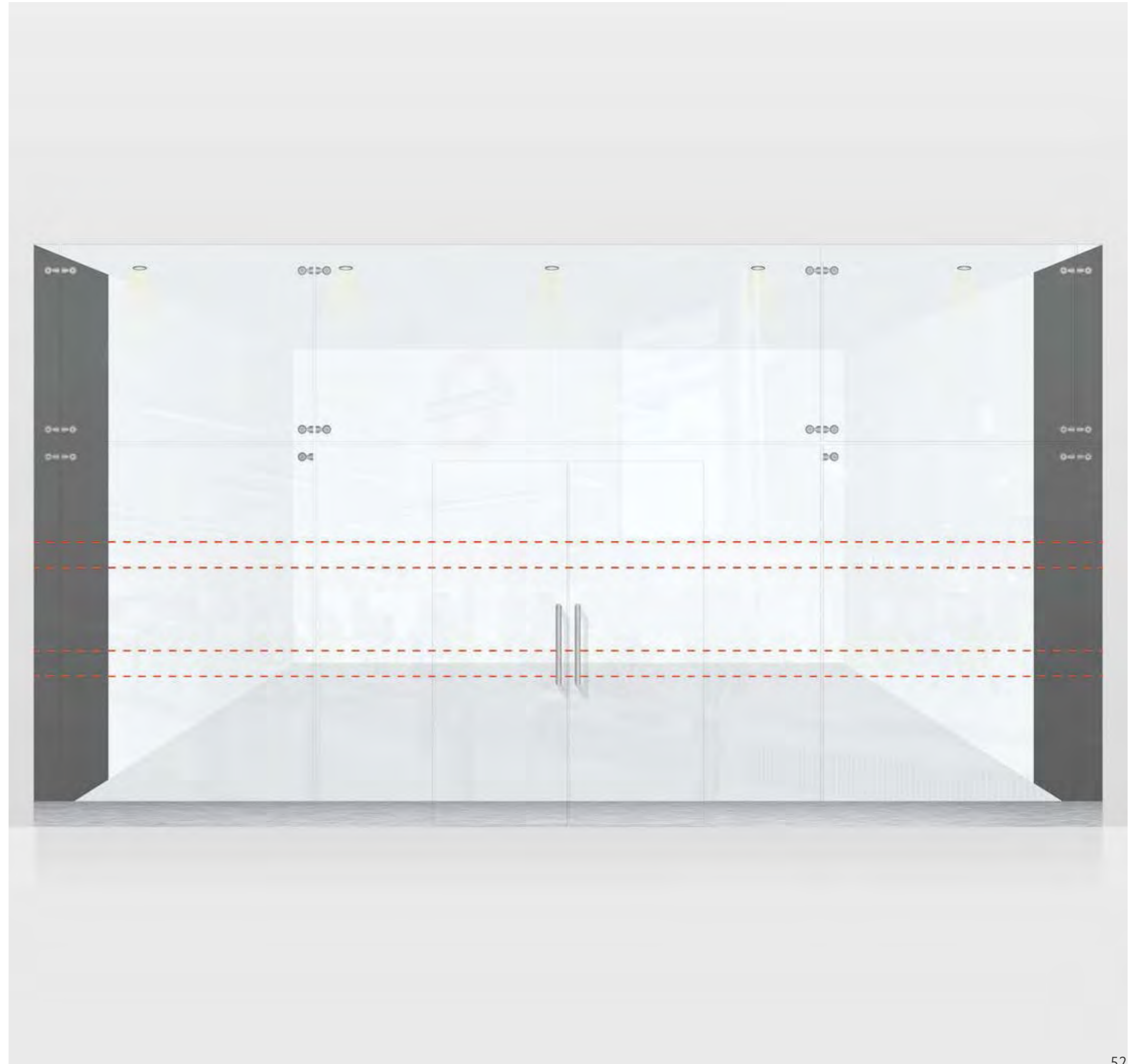
Any steps into the unit are to incorporate a colour contrast edge

Seek direction from TfL as early as possible to ensure the correct advice is sought

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager





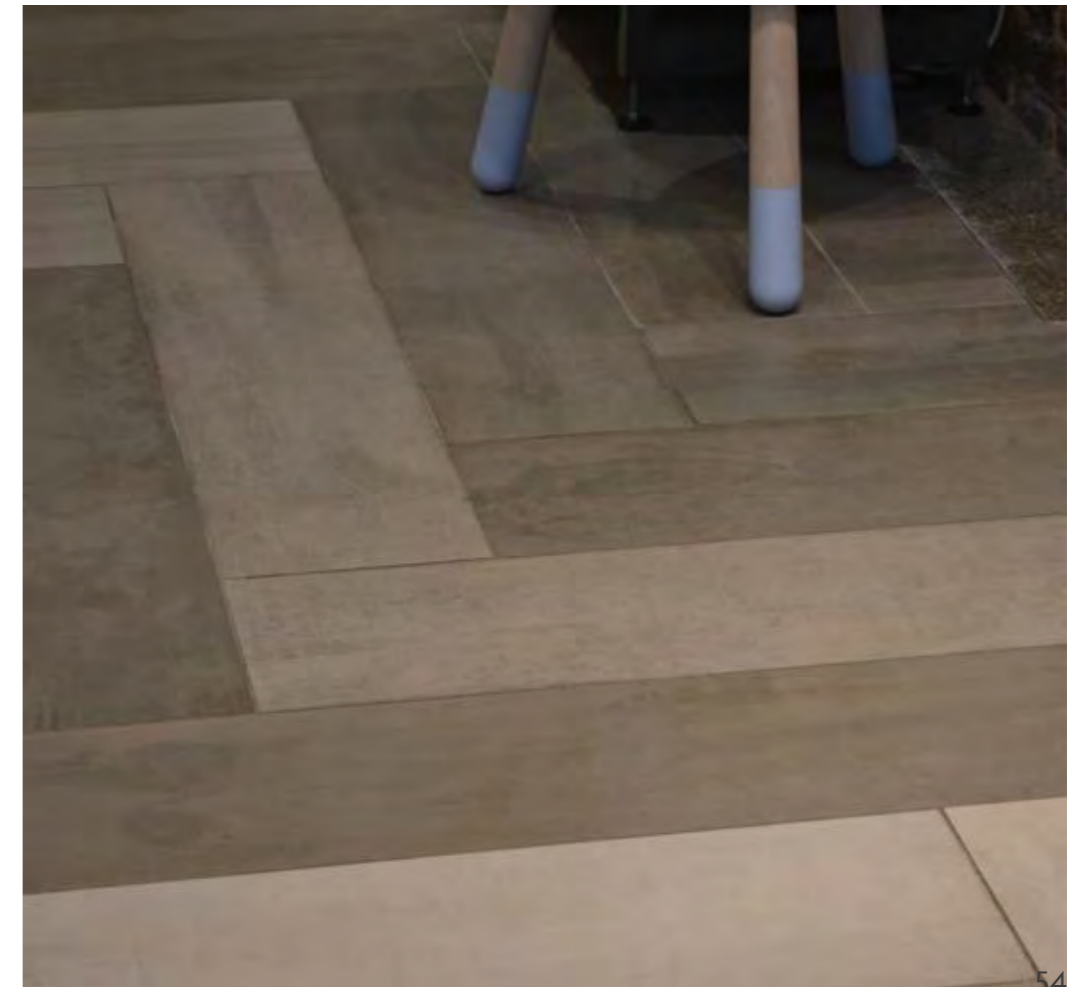
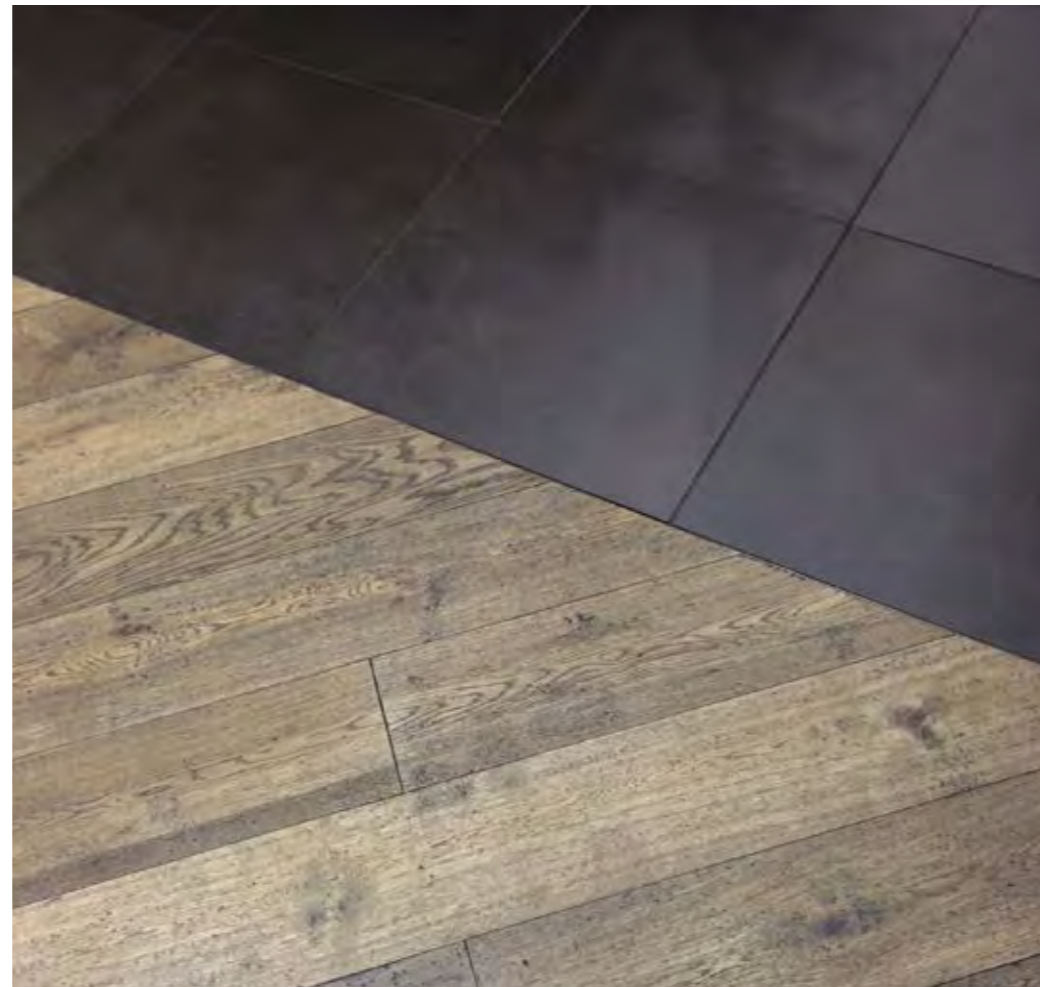
## Interiors

Create a brand statement through creative design solutions that reflect the latest design trends. Engage with the customer through imaginative visual merchandising & quality materials.



# 4.1.1

## Standard Shops Flooring



### Principles

High quality materials are to be used throughout the retail unit

Consider the use of inlays to highlight merchandising and / or path of travel

Consider the durability and ongoing maintenance

### Detail

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



# 4.1.1

## Standard Shops Ceiling & Services



### Principles

High quality materials are to be used throughout the ceiling

Consider how ceiling features can be used to highlight merchandise

Consider the use of textures to create interest

Consider how lighting & services are incorporated into the ceiling design

### Detail

Consider the appearance and location of air conditioning system, sprinkler fittings and sounds systems when designing the ceiling

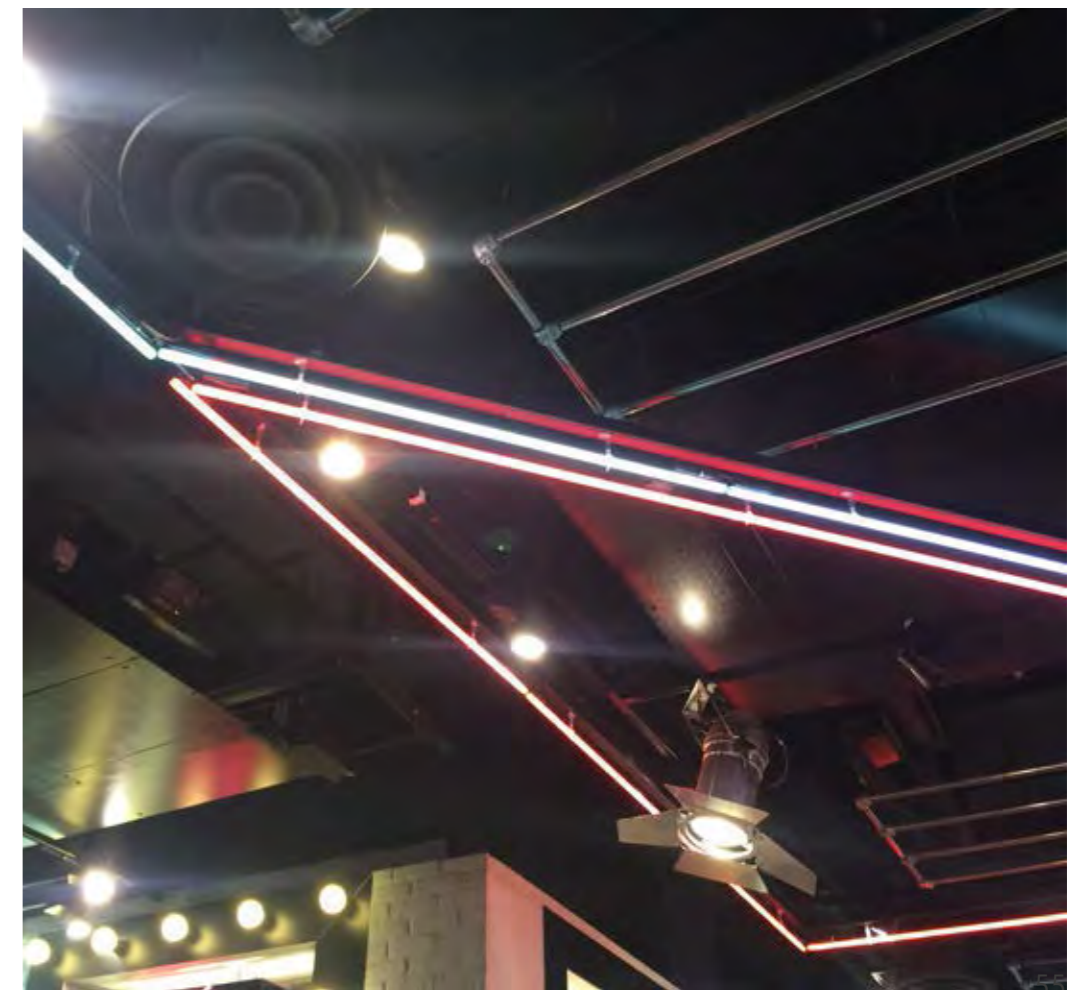
Exposed ceilings are acceptable. Note that services require thorough detailing to avoid looking untidy

Ceiling tiles are not permitted

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



# 4.1.1

## Standard Shops The Four Layers



### Principles

The principles of using layers of light should be used within the retail environment to create visual interest by implementing contrast ratios and composition.

In all retail areas the lighting should be built up in the layers of: ambient, accent, orientation and feature to add depth and drama to spaces whilst being a powerful tool to aid passenger flows, create highlighted areas and make way-finding more intuitive.

The successful implementation of any lighting scheme depends on how the layers are blended together to create contrast and balance.

Examples of different layers of light are as follows:

Accent; spotlight on specific merchandise

Ambient; general homogeneous illumination for functionality

Feature; key elements such as chandeliers to create visual interest

Navigation; illuminated signage and wayfinding

By balancing layers of light it is possible to achieve better illumination to merchandise, as well as the overall composition, while still maintaining good levels of contrast.

By utilising new lamp technology and reducing the variety of luminaires and lamps, both maintenance and life-cycle cost could be improved and offset capital cost.

### Details

The criteria listed below should apply to all stores unless otherwise stated by London Underground.

Creative and unique installations are encouraged.

All luminaires should be glare free with the light source concealed from view at all times. A maximum angle 30° from vertical is recommended for adjustable luminaires to help ensure this.





LED and metal halide light sources shall be given preference over other types of luminaire and should be used wherever appropriate.

Other lamp types can be used if required providing they meet the necessary illuminance and energy criteria.

If fluorescent lighting is to be used this should be done in a concealed application either through shielding the source from view through an architectural detail (coves or coffers) or behind a diffusing panel.

Integrated display lighting is encouraged and in these instances care should be taken to ensure that there is no visual exposure of the light source.



	Layer 1 Accent		Layer 2 Ambient
	Layer 3 Feature		Layer 4 Orientation







## Catering

This section looks at catering shops defining the design principles that will guide retailers to designing and implementing store fit outs that align with the vision for TfL retail.



# 4.1.2

Standard Catering  
Large unit



### Elements to consider

- 01 Glazing
- 02 Flooring
- 03 Ceiling
- 04 Branded Flank Walls
- 05 Shop First Metre
- 06 Primary Signage
- 07 Doors



## 4.1.2

Standard Catering  
Large unit with demise wall



### Elements to consider

- 01 Glazing
- 02 Flooring
- 03 Ceiling
- 04 Branded Flank Walls
- 05 Shop First Metre
- 06 Primary Signage
- 07 Doors
- 08 Demise Screens & Furniture
- 09 Menu Totem
- 10 A-Board



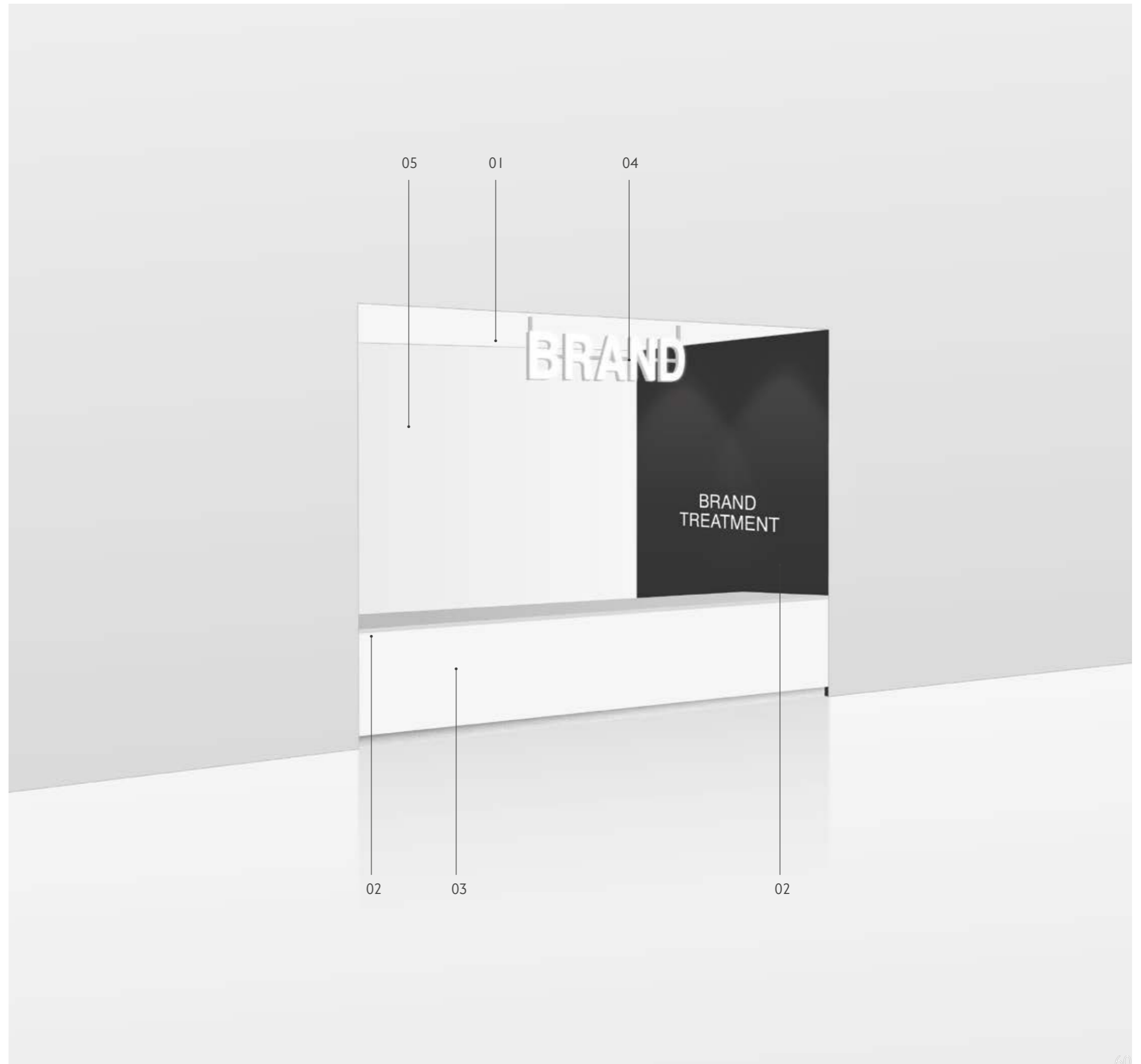
## 4.1.2

Standard Catering  
Over counter unit



### Elements to consider

- 01 Ceiling
- 02 Branded Flank Walls
- 03 Counter / Display
- 04 Primary Signage
- 05 Back wall treatment



# 4.1.2

Standard Catering  
Poor Examples



# 4.1.2

Standard Catering  
Good Examples





## Shopfront

Clear and open shopfront that brings the retail fitout to the forefront of the station will be achieved with the use of clear glazed door systems.



## 4.1.2

Standard Catering  
Preference 01  
Concertina Doors



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Fully open shopfront

Clear views into store

If site conditions permit, when fully open, concertina doors to be concealed from view

Minimal framing

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

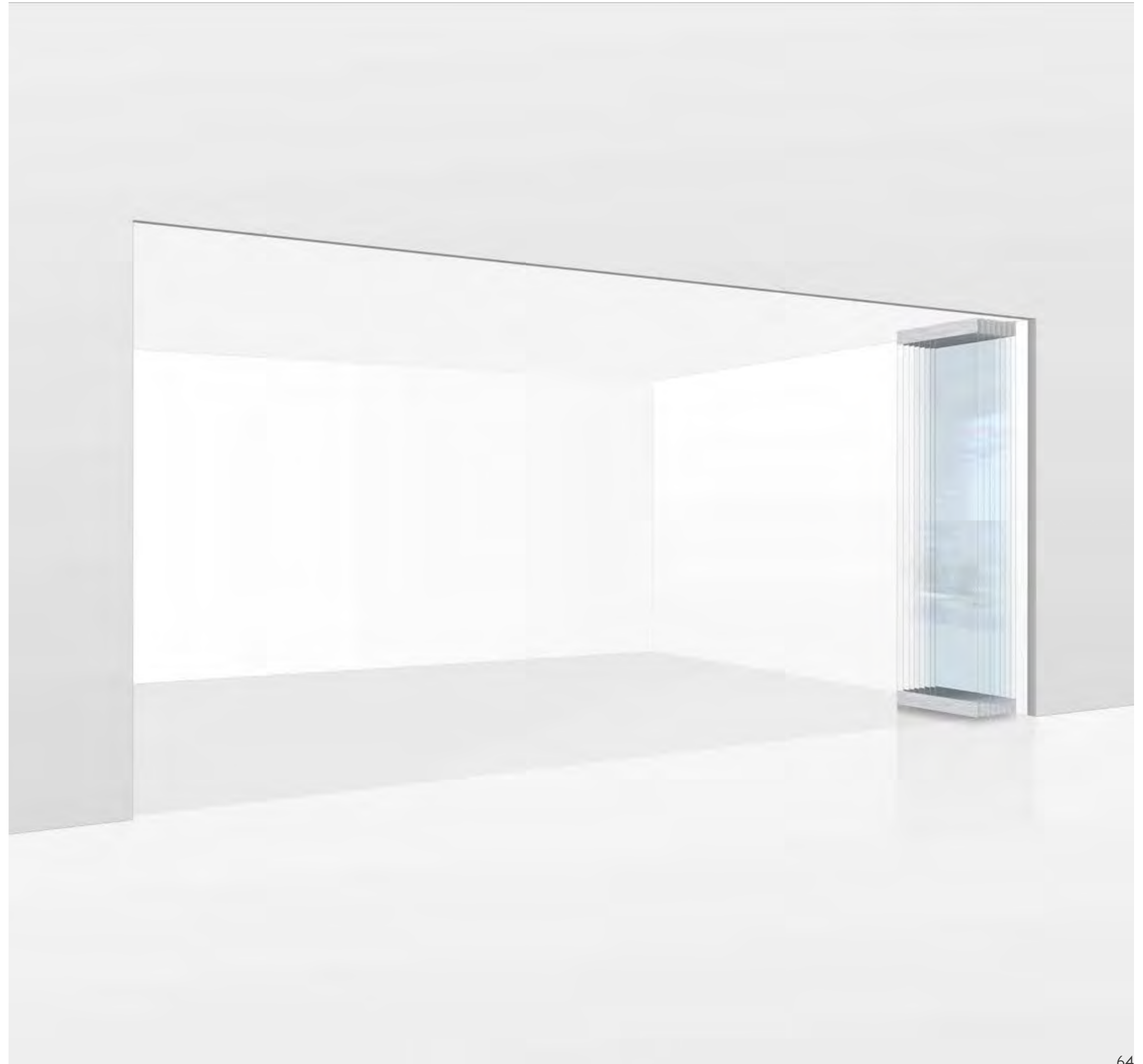
Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standard

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager





## 4.1.2

Standard Catering  
Preference 02  
Single Sliding Doors



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Full height frameless glazing

Streamline door system

Clear views into store

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

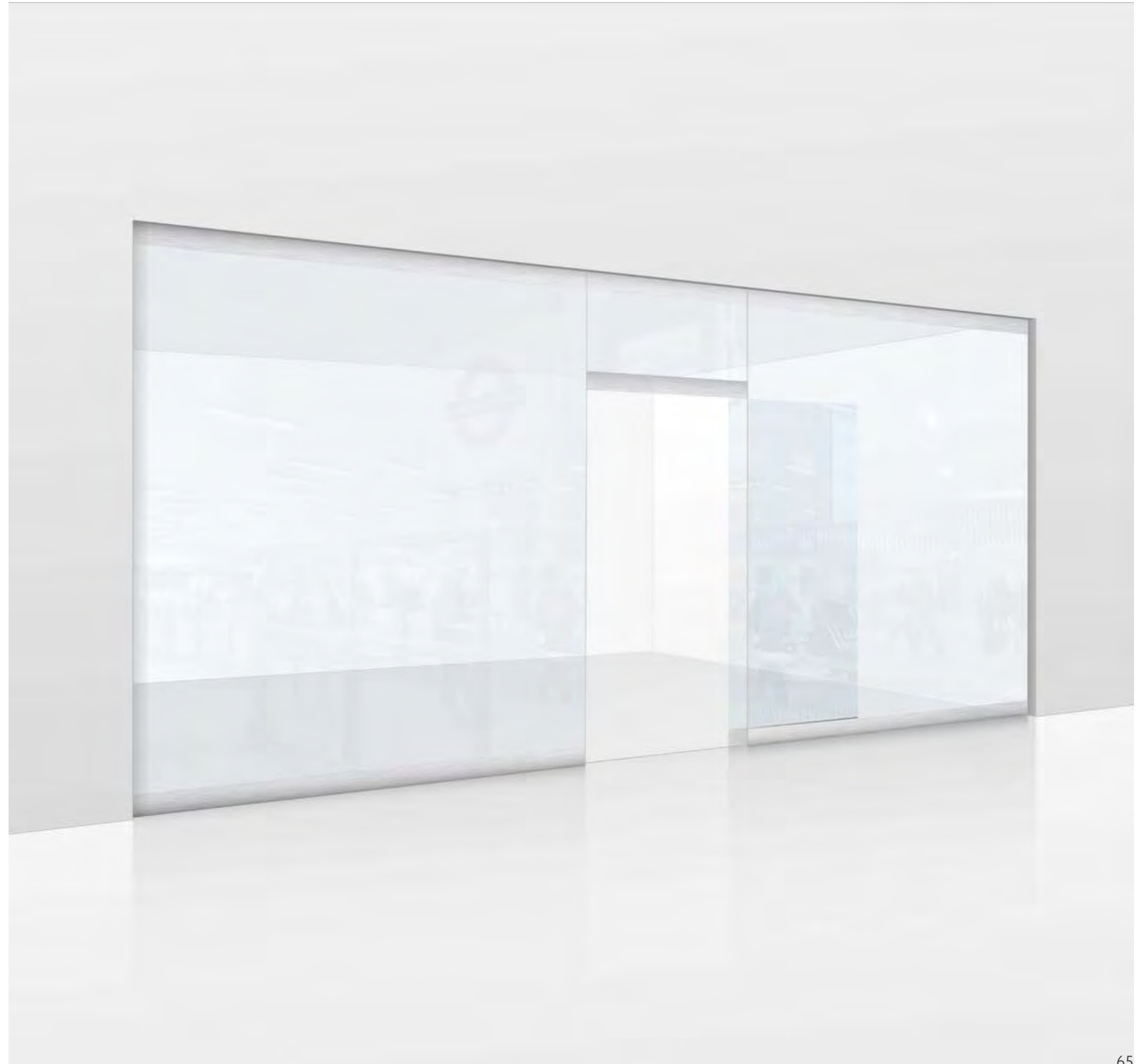
Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.1.2

Standard Catering  
Preference 02  
Double Sliding Doors



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Full height frameless glazing

Streamline door system

Clear views into store

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

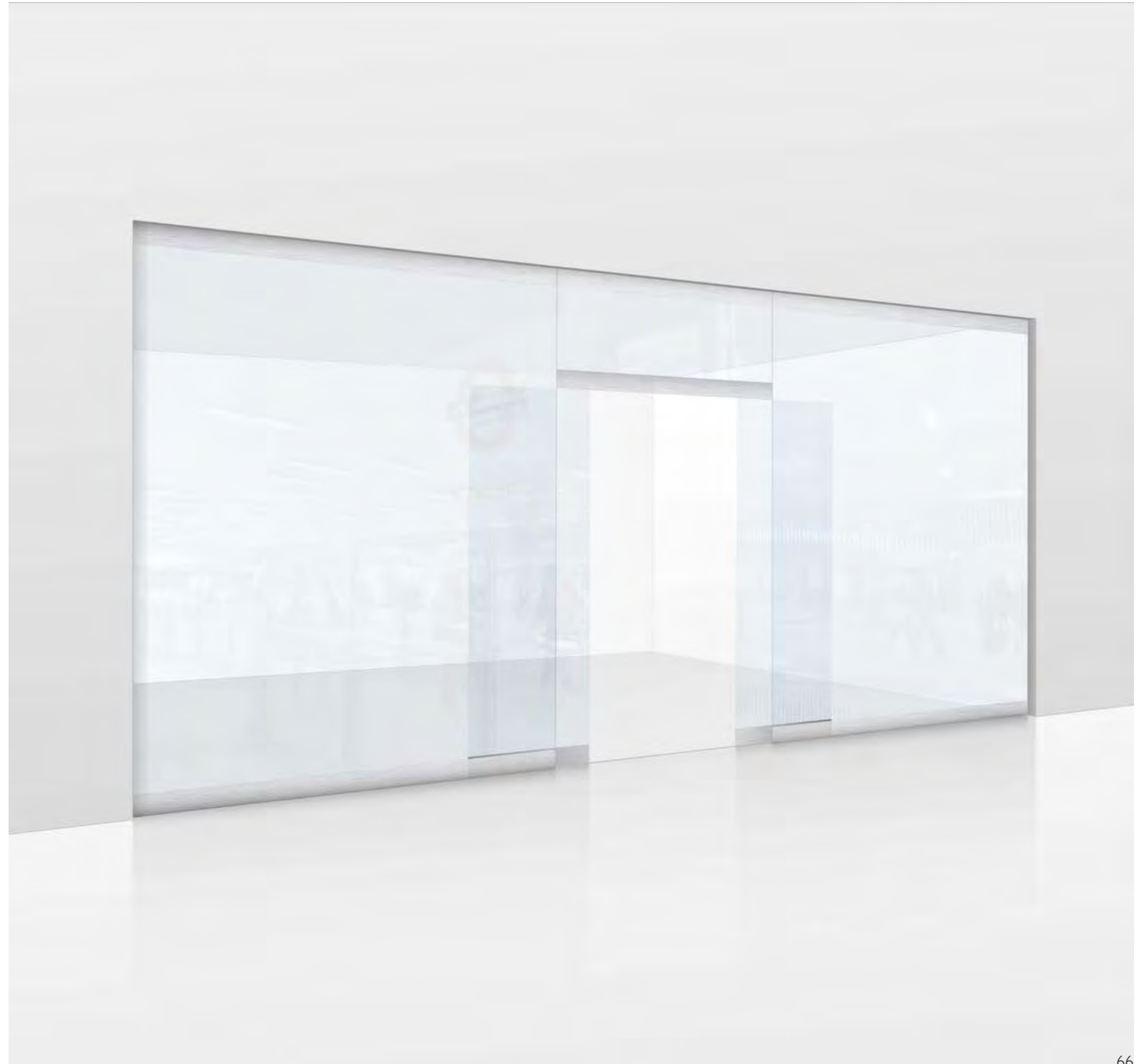
Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.1.2

Standard Catering  
Preference 03  
Single Swing Doors



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Full height frameless glazing

Minimal and streamline fittings

Consistency of door handle

Clear views into store

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.1.2

Standard Catering  
Preference 03  
Double Swing Doors



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Full height frameless glazing

Minimal and streamline fittings

Consistency of door handle

Clear views into store

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

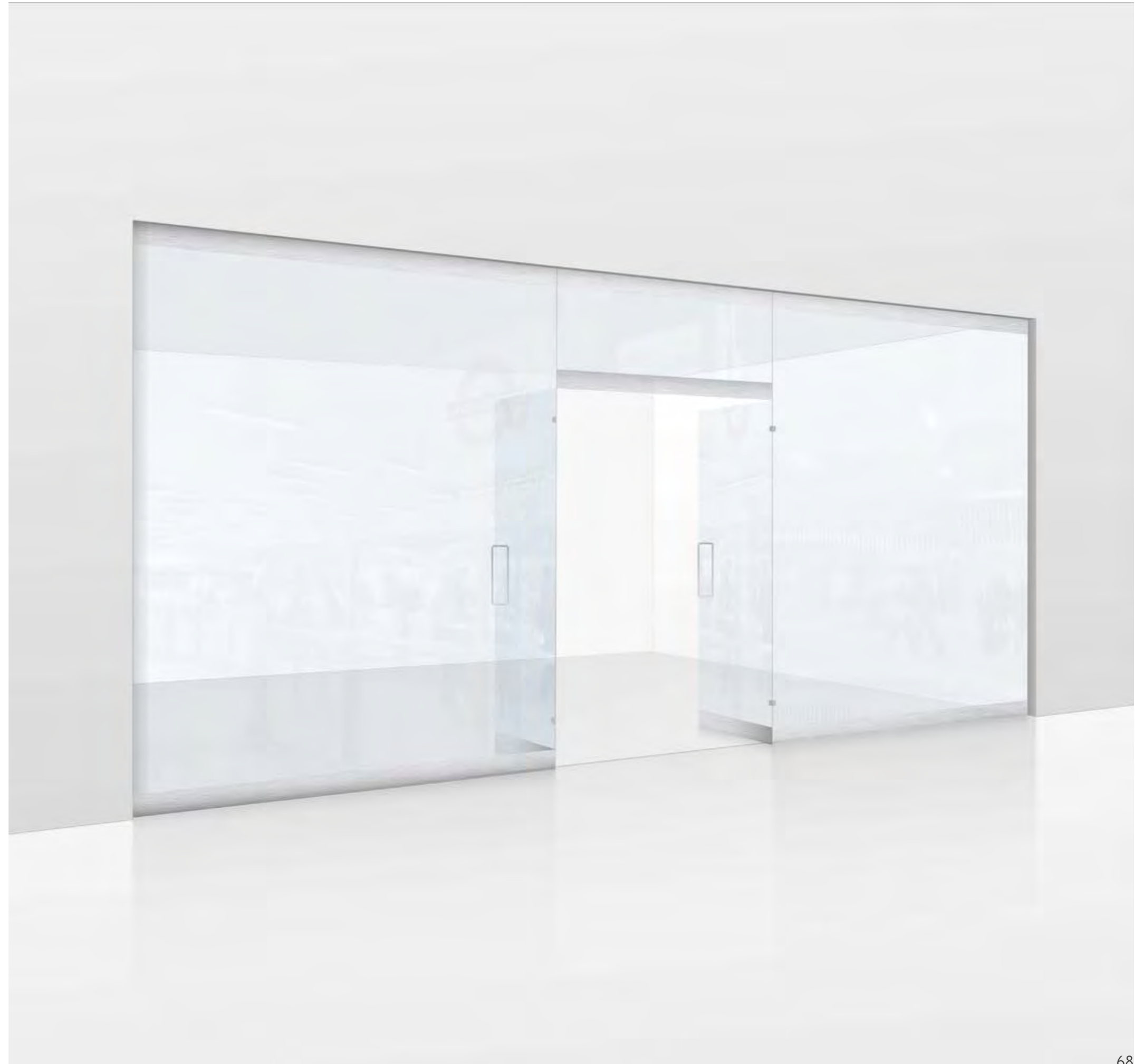
Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

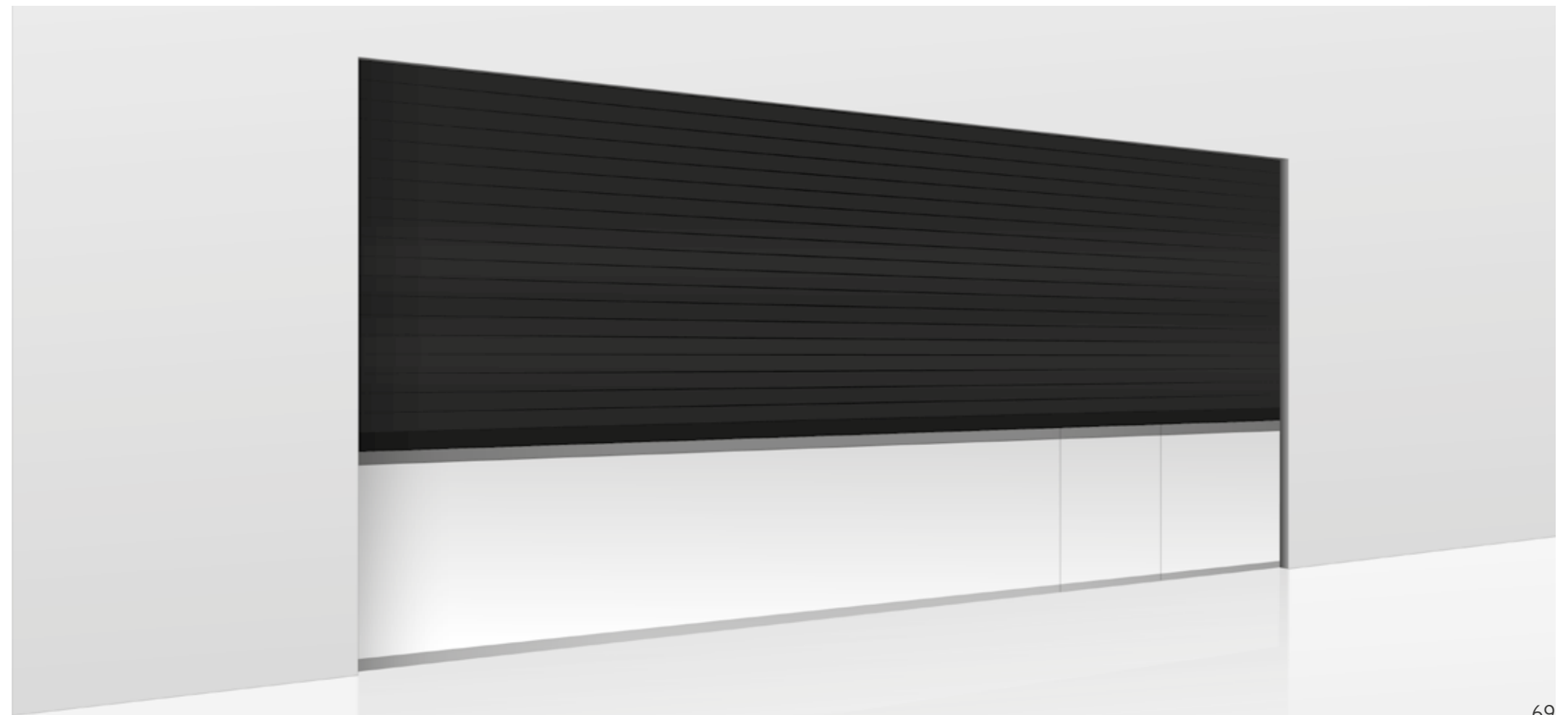
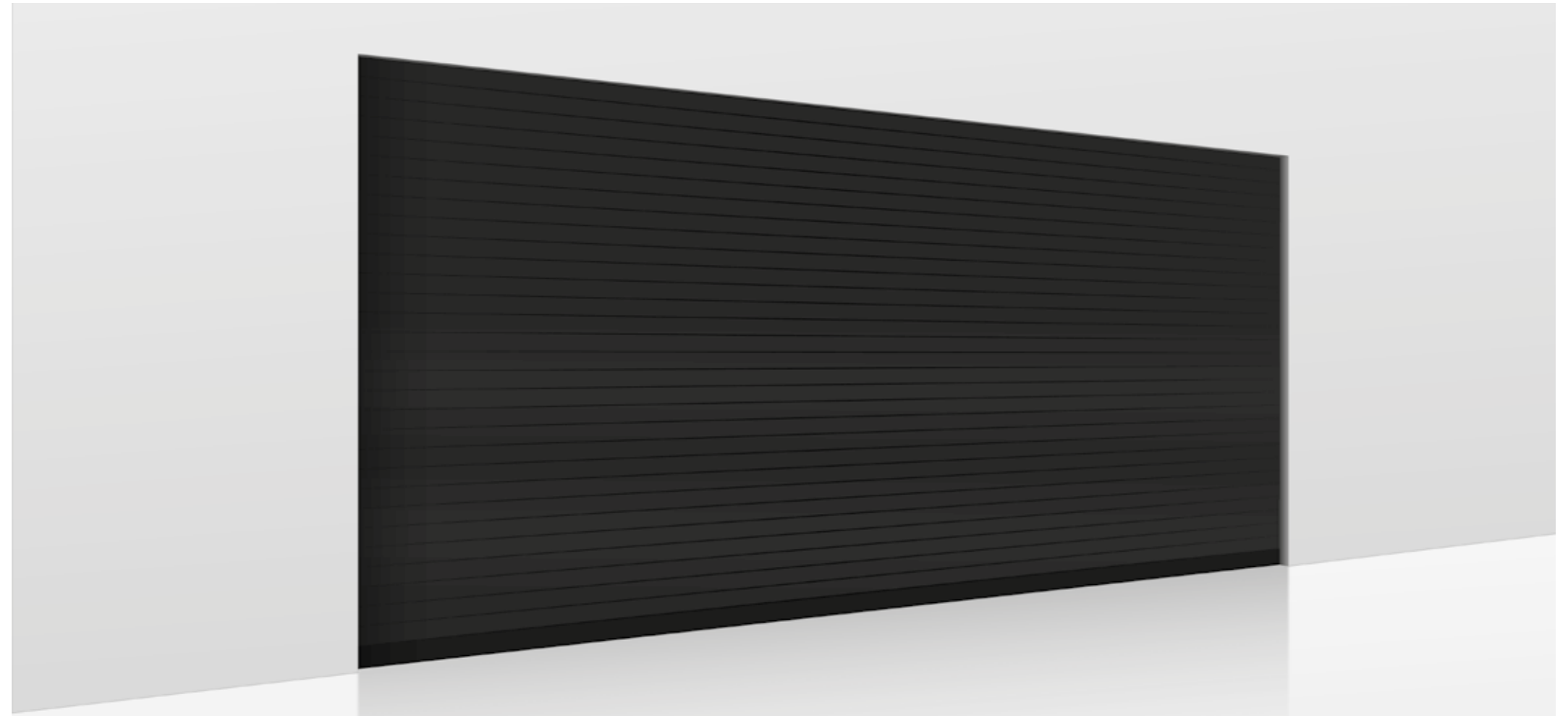
### Approvals

Please contact your allocated LU Project Manager



## 4.1.2

Standard Catering  
Preference 04  
Roller Shutter



### Principles

Consistency across shopfronts  
Contemporary shutter design

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

New and existing roller shutters to be sprayed out to match RAL colour 7022

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.1.2

Standard Catering  
Upgrading existing shopfront



Your allocated LU Project Manager will define whether the existing shopfront can be retained or upgraded

### Principles

To upgrade the existing shopfront to align with design standards on previous pages as much as possible

### Details

Minimum requirements of a shopfront is to include;

Deep clean of entire shopfront including glazing

Made good and respray existing shopfront framing

Where suitable, clad over unnecessary details to create streamless and clean shopfront, particularly to cover boxed roller shutter units. All proposed cladding is to be discussed with your LU Project Manager

Where applicable, existing roller shutter to be made good and sprayed out to match RAL colour 7022

New signage is required to align with the signage section of this document

### Approvals

Please contact your allocated LU Project Manager



## 4.1.2

Standard Catering  
Glazing Skirting



### Details

Skirting requirements to dependant on site conditions.

TfL to advise if skirting is required

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Skirting Specification

#### Fixing

Bonded to glazing

#### Dimensions

150mm high

#### Finish

Brushed stainless steel

### Approvals

Please contact your allocated LU Project Manager





## Signage

A contemporary illuminated signage design with clean lines provides consistency across the retail frontage while retaining the retailers brand identity.





## 4.1.2



Standard Catering  
Preference 01  
Fixed to Bar

### Selection of signage system

Signage type is dependant on site conditions

TfL to define required signage type for station

### Details

Letter height and width to be determined dependant on site conditions

Ensure amp source is always hidden from view

Ensure no visible spotting or stripping on any diffuse surface

### Specification

#### Application

Individual letters fixed to box section

#### Size

Site specific (H)(W) 40mm (D)

#### Material

All Sub-Surface category retail units must use glazing to front face of signage letters

All Surface category retail units are able to use LU compliant acrylic to front face of signage

Brushed stainless steel box section and signage letter returns

#### Illumination

White LED light only. Please refer to lighting section

#### Power Source

Run through stainless steel box section

### Approvals

Please contact your TfL retail delivery representative.  
[approvals@tfl.co.uk](mailto:approvals@tfl.co.uk)



## 4.1.2



Standard Catering  
Preference 02  
Trapeze

### Selection of signage system

Signage type is dependant on site conditions

TfL to define required signage type for station

### Details

Letter height and width to be determined dependant on site conditions

Ensure amp source is always hidden from view

Ensure no visible spotting or stripping on any diffuse surface

### Specification

#### Application

Individual letters fixed to Trapeze, suspended behind glazed shopfront where applicable

#### Size

Site specific (H)(W) 40mm (D)

#### Material

All Sub-Surface category retail units must use glazing to front face of signage letters

All Surface category retail units are able to use LU compliant acrylic to front face of signage

Brushed stainless steel box section and signage letter returns

#### Illumination

White LED light only. Please refer to lighting section

#### Power Source

Run through stainless steel box section

### Approvals

Please contact your allocated LU Project Manager



## 4.1.2



Standard Catering  
Additional branding  
to Shopfront

### Principles

Branding on the shopfront must be creative & reflect the brand

Branding should convey the food offer and experience to the customer

Create views into the store to entice customers in

### Details

Branding on the shopfront must not exceed 25% coverage to ensure views into the catering unit are retained

All materials must be LU compliant

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

Additional branding must be applied to the inside face of the shopfront

### Approvals

Please contact your allocated LU Project Manager



## 4.1.2

Standard Catering  
Additional Advertising



### Principles

- The number of additional POS posters to be limited
- Posters to be hung in designated spaces
- Posters to be hung at eye level

### Details

- Posters to be housed within high quality frames or hung using high quality wire suspension system
- Posters are to be set 150mm back from shopfront glazing
- Posters are not to be stuck directly to walls, joinery or shopfront
- All materials must be LU compliant
- All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

- Please contact your allocated LU Project Manager



Posters at rear



Posters on shopfront



## 4.1.2

Standard Catering  
Additional branding  
Glazing Manifestations



### Principles

Glazing manifestation to be used if back of store furniture, racking systems or equipment is visible through glazing

### Details

Half window manifestation to be used if back of low store furniture or equipment is visible through glazing

Full window manifestation to be used if back of high level racking system is visible through glazing

Branded graphic to be printed to vinyl and applied to the inner face of glazing

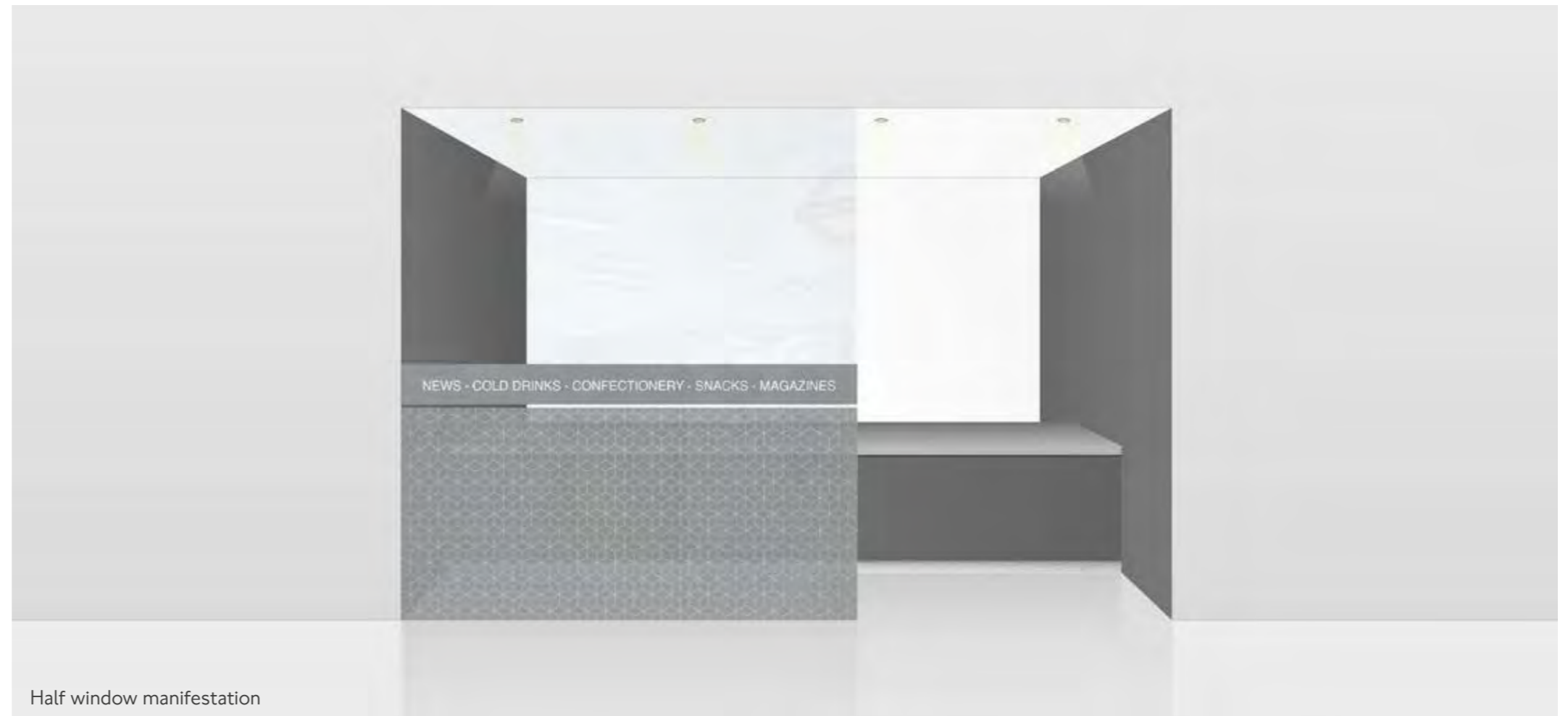
Artwork to be approved by your LU Project Manager

All materials must be LU compliant

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



Half window manifestation



Full window manifestation



## 4.1.2

### Standard Catering Merchandising



#### Product display principles

Limit the product offer to suit the size of unit

Similar product types to be grouped together

Products not to be overstocked to ensure the customer can clearly see product selection

Product to be separated from advertising to ensure customer can clearly see product selection

Use lighting to help highlight the product displays

All product to be housed in purpose built displays to give clear vision and callout. Size of product displays to depend on retail unit size

All product displays should be contained within unit and not approach on the station demise

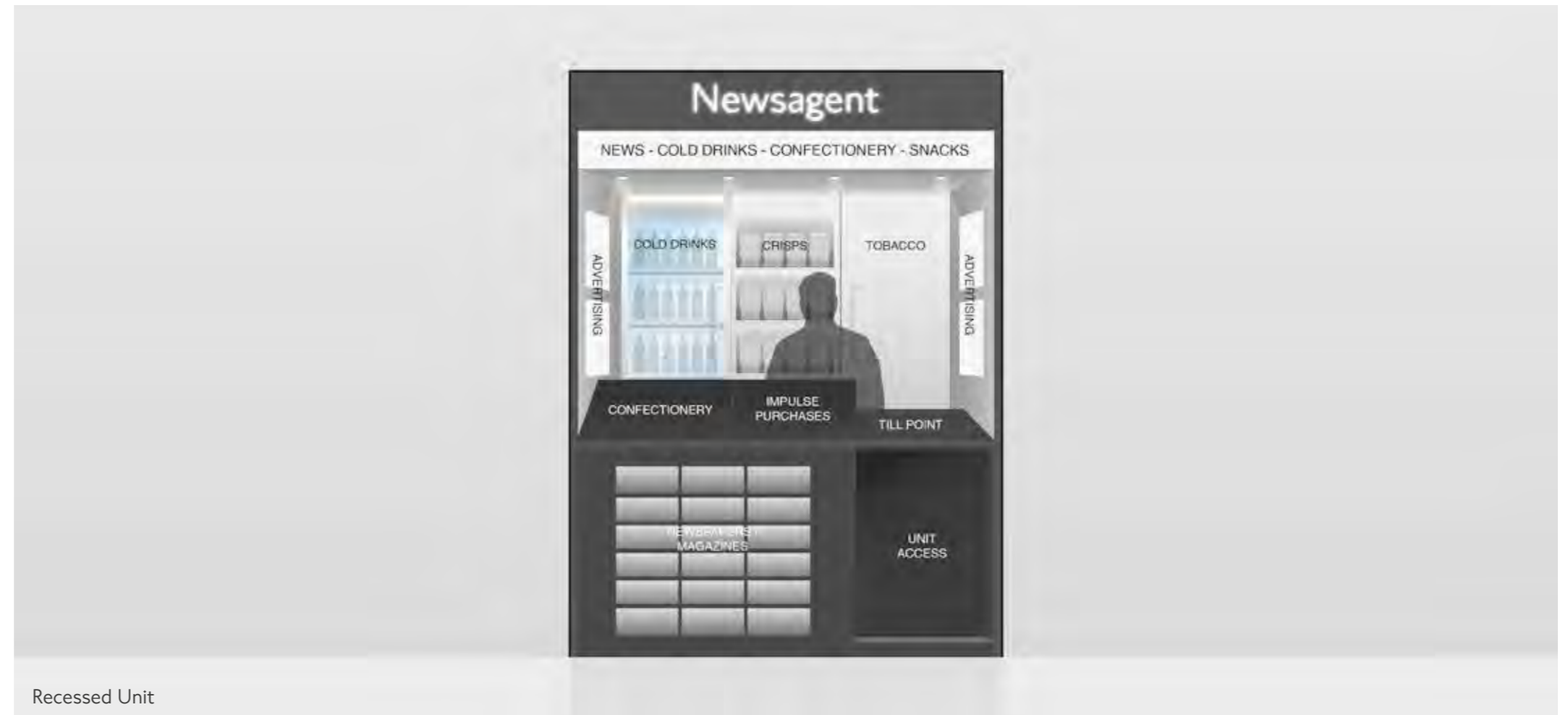
Free standing product display stands and refrigeration chillers to be considered and incorporated into the design of the retail unit. In most cases display stands and refrigeration chillers should occupy the rear wall of retail unit. Displays are not permitted at the entrance of retail unit.

Newspapers and magazines to be displayed on front face of counter in purpose built displays.

Free standing display units are not permitted

#### Approvals

Please contact your allocated LU Project Manager



Recessed Unit



Non-recessed Unit



## 4.1.2

Standard Catering  
High Ceiling Blade Signage



### Selecting type of blade sign

The use of blade signs is dependant on site conditions

TfL to define if blade signs are suitable and if so TfL to define blade sign type

### Specification High Ceiling

#### Application

Framework to be fixed to landlord pilaster. TfL to approve fixing method

#### Size

To be determined by LU Project Manager

#### Material

Powdercoated metal to match RAL 7022

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Graphic Panel

Brand logo to be die-cut through powdercoated metal panel. Retailer responsible to provide.

#### Branding Zone

Branding to be centred on panel

#### Illumination

White LED light only

#### Power Source

To run through framework

### Approvals

Please contact your allocated LU Project Manager



## 4.1.2

Standard Catering  
Low Ceiling Blade Signage



### Selecting type of blade sign

The use of blade signs is dependant on site conditions

TfL to define if blade signs are suitable and if so TfL to define blade sign type

### Specification Low Ceiling

#### Application

Framework to be fixed to landlord pilaster. TfL to approve fixing method

#### Size

To be determined by LU Project Manager

#### Material

Powdercoated metal to match RAL 7022

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Graphic Panel

Brand logo to be die-cut through powdercoated metal panel. Retailer responsible to provide

#### Branding Zone

Branding to be centred on panel

#### Illumination

White LED light only

#### Power Source

To run through framework

### Approvals

Please contact your allocated LU Project Manager







## Hoarding

Retailers are encouraged to create bold statements on their hoarding designs that reflect the brand.

Attract the customers attention and take the opportunity to identify store opening dates.



## 4.1.2

Standard Catering  
Hoarding Graphics



Applied to glazing

### Principles

- Reflect your brand identity
- Attract the attention of the customer
- Identify store opening dates

### Details

- TfL to approve hoarding graphic design prior to installation
- TfL to specify whether graphic to be applied to glazing or hoarding structure
- All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

- Please contact your allocated LU Project Manager



Applied to hoarding



## Entry Zone

The first metre of all retail units is a controlled zone in order to maintain the quality of the retail presentation. Quality finishes and a controlled branding zone creates framework for retailers to inject their brand identity.



## 4.1.2



Standard Catering  
Demise Line



### Principles

To create a clean detail between TfL and retailer unit floor finishes

Retailer floor finish to be level with TfL floor finish

### Details

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Specification

Where required.

### Materials

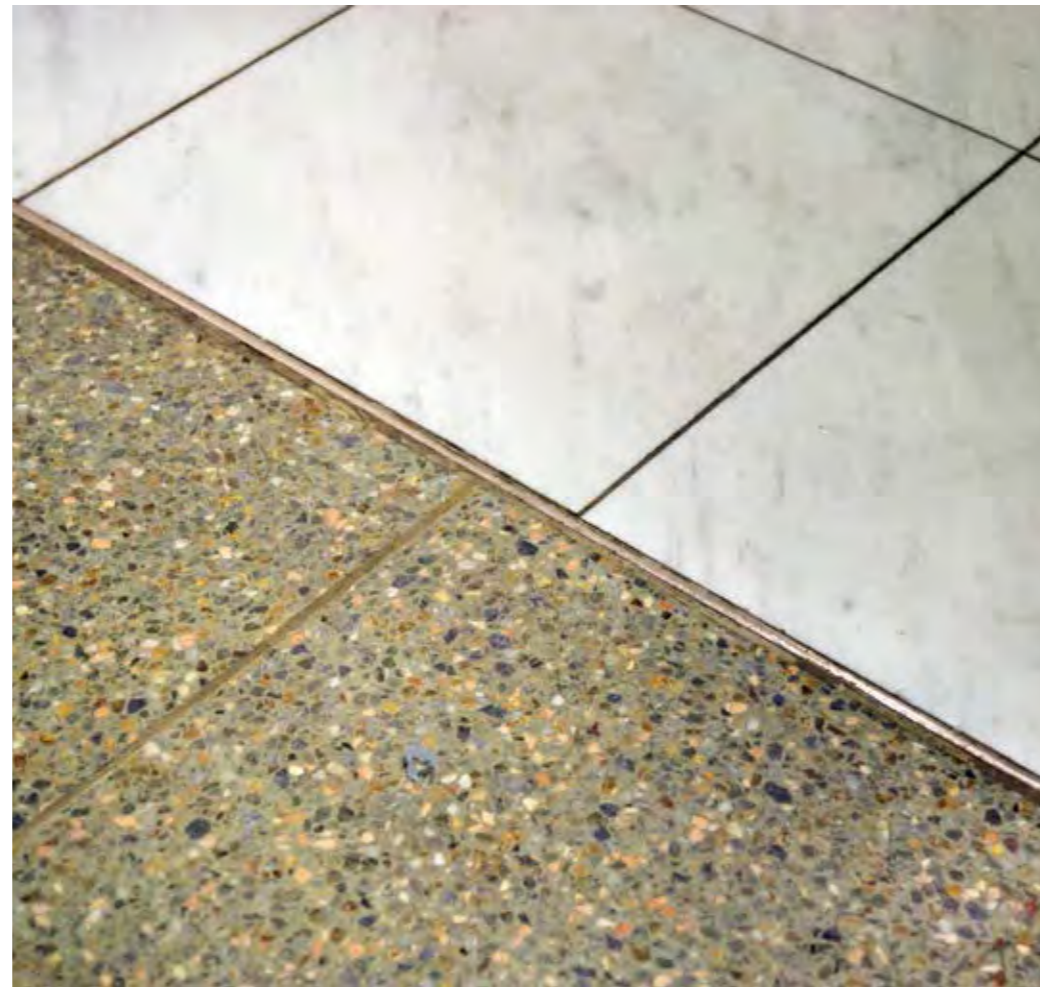
L angle inlay strip

### Finish

Brushed stainless steel

### Approvals

Please contact your allocated LU Project Manager



# 4.1.2



## Standard Catering Ceiling

### Principles

TfL to control ceiling finish within first metre of shop

To provide a consistent and high quality ceiling finish

### Details

Standard ceiling tiles and egg crate ceilings are not permitted

### Specification

#### Extent

Shop depth over 3m: Plaster ceiling finish to the first metre of the shop

Shop depth less than 3m: Plaster ceiling finish throughout shop or provide a creative ceiling design to be approved by TfL

Ceiling depth is dependant on site constraints. TfL to provide guidance and approvals

The above is minimum requirements. If a creative ceiling solution is proposed, approval is at the discretion of your LU Project Manager

#### Materials

Plasterboard equivalent to be LU compliant

#### Finish

Pure Brilliant White paint finish

### Ceiling Examples

01 Set back bulk head

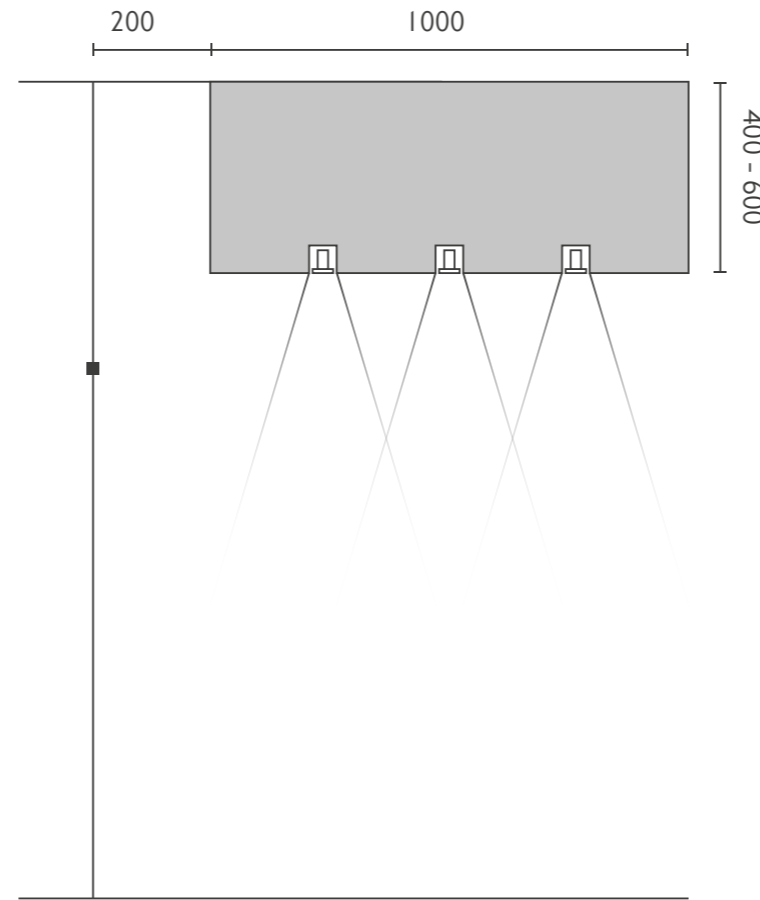
02 Bulkhead behind fascia

03 & 04 Flush ceiling treatment due to height restriction

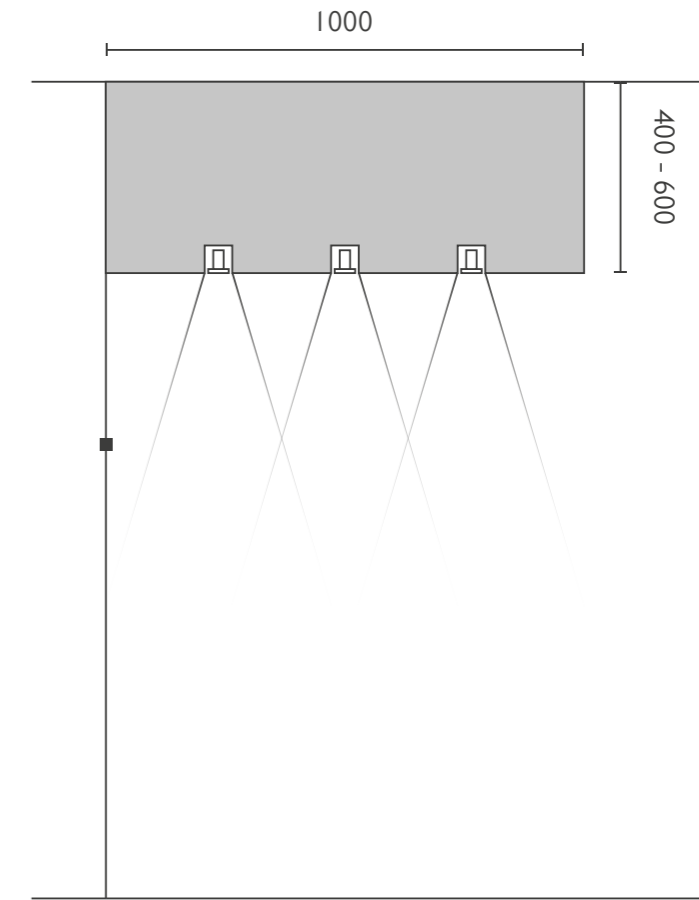
### Approvals

Please contact your allocated LU Project Manager

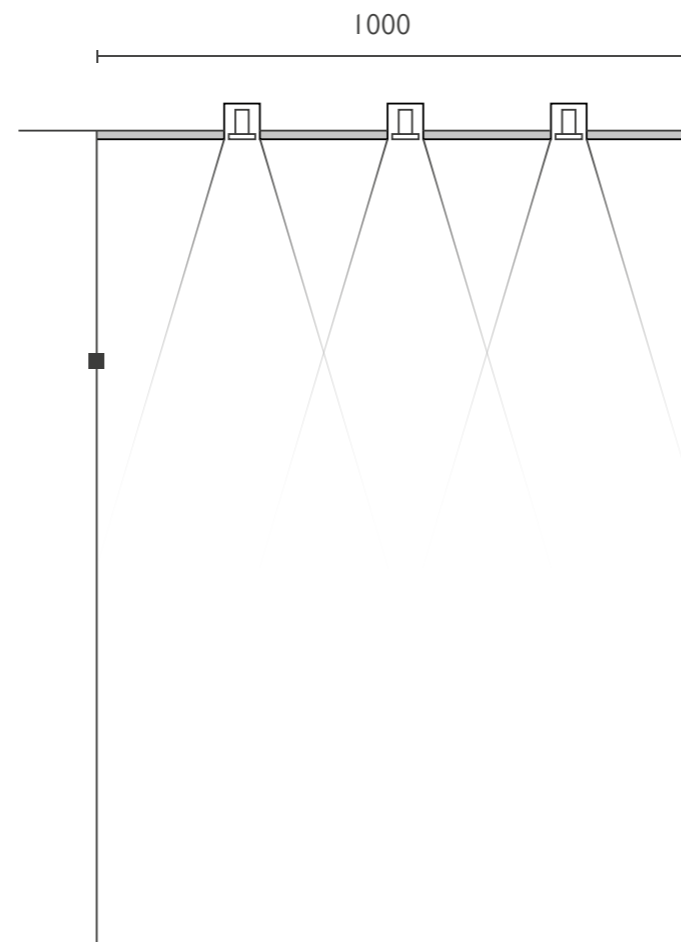
01



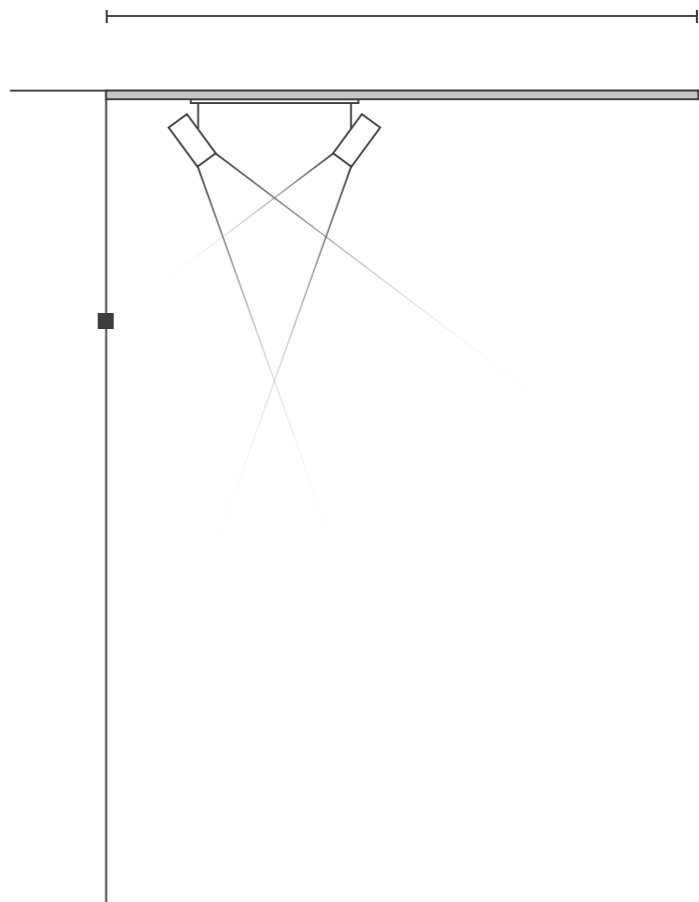
02



03



04



## 4.1.2

### Standard Catering Lighting Principles



#### Principles

The lighting of the store front is a key element in enforcing the brand identity and in creating an interesting and inviting shop front that will draw customers into the store.

While it is important not to place any unnecessary restrictions on these areas so that the use of creative and interesting displays is not discouraged it is key that any lighting within these zones be carefully controlled so as not to create any light pollution into the station itself.

While some spill light into the station is inevitable this should always be designed so that the additive light never exceeds 150lx within a one-meter zone around the stores boundary.

#### Details

To ensure that all shop front lighting within the station environment is consistent and works with the aesthetic the following should be applied:

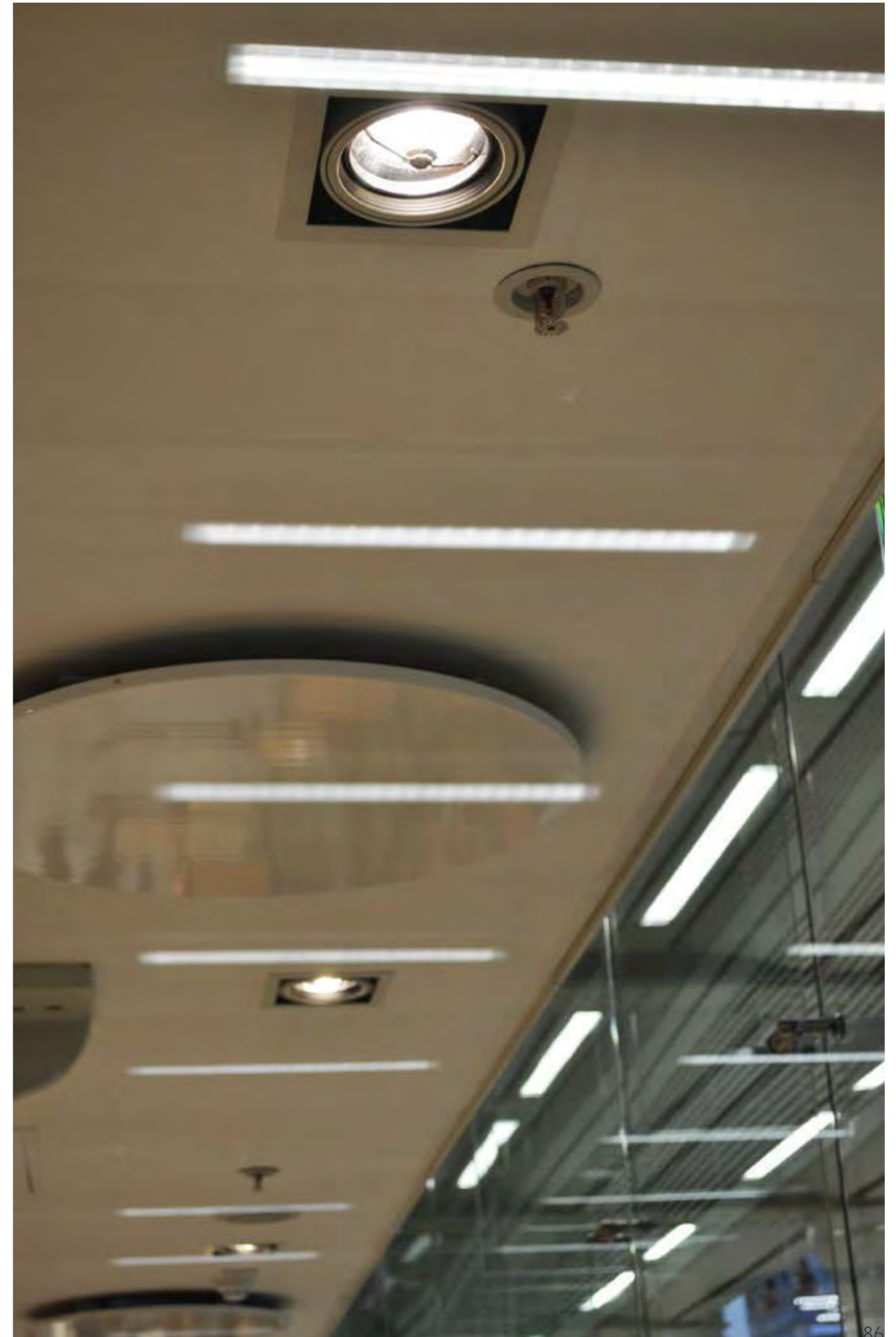
All luminaires should be aimed into the store and displays to prevent any issues with glare any reduce any spill light into the station.

All display lighting as well as any lighting within the first metre of the store should be controlled separately to the rest of the store and should be left illuminated all the while the station is operational.

All lighting should have a colour temperature of 3000K unless being used for illuminated signage or within back illuminated displays, which should have a temperature of 4000K.

Decorative luminaires and lighting installations are encouraged however at no point should strobe, spinning or fast chase effects be used

All lights sources and lamps should be shielded from view at all times for both in direct and indirect lighting applications.



## 4.1.2

### Standard Catering Lighting Technical



#### Principles

All equipment supplied shall comply with the relevant local norms, and be capable of installation in accordance with the manufacturers' instructions.

The lighting installation shall be designed to utilise luminaires selected from manufacturers' standard ranges. Special and variant luminaires must be approved by the Landlord.

Where gear or transformers are installed remotely care should be taken to ensure that they are easily accessible for maintenance. High frequency electronic control gear shall be employed as standard to eliminate stroboscopic effects, improve lamp life and maximise energy efficiency.

Lamp luminaire combinations shall be selected to conform to the Part L requirements.

LED technology shall be given preference and used wherever appropriate.

Illuminance levels on merchandise are to achieve an average of 1000 Lux to a maximum of 1500 Lux.

**All light sources will meet the following criteria:**

Colour Rendering Index of >85

Colour temperature of 3000K

#### Details

While LED technology shall be given preference this will not be suitable for all applications.

The latest LED technology has a typical maximum lumen output of 5000 lumens and does still not compete (or compare) with high-powered ceramic metal halide lamp sources above 50W. With this in mind there may also be opportunities for using such technologies, however consideration should be given to 'warm-up and re-strike' times as such lamps are not 'instant on' and are extremely difficult to dim.

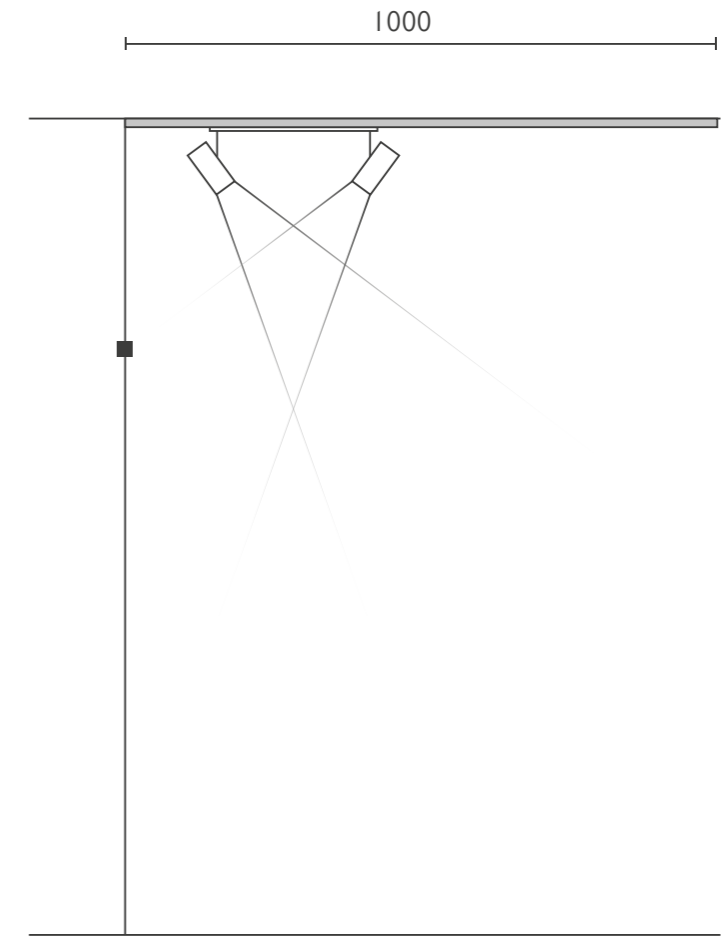
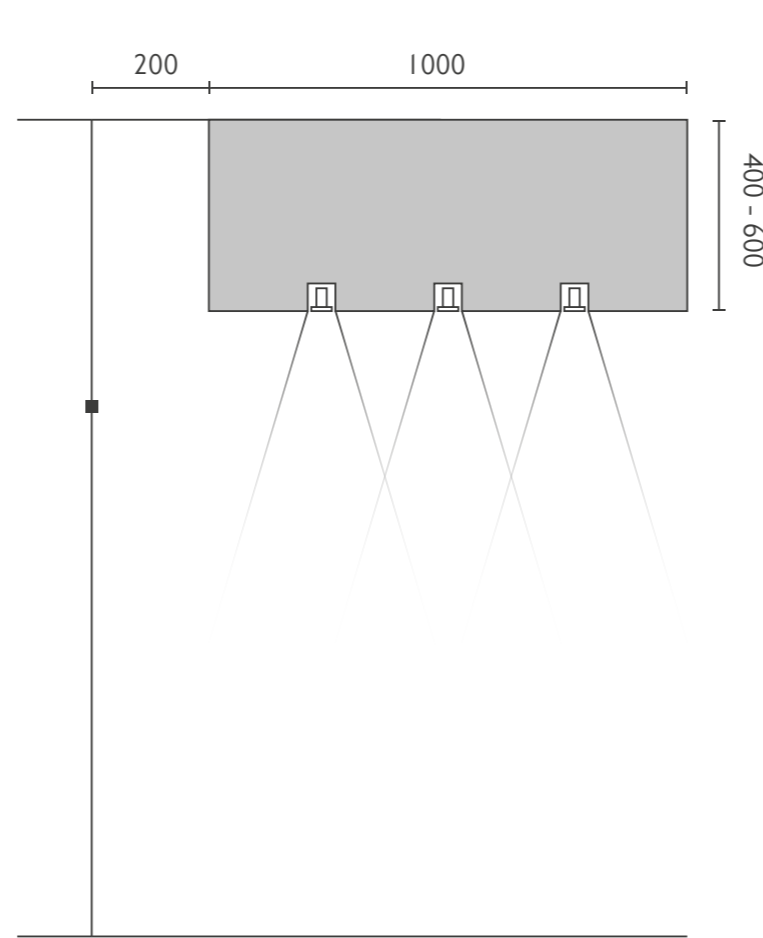
In addition to this both linear and spotlight LED chips are inherently 'directional' sources so in instances where a softer quality of illumination is required, fluorescent technology may be more appropriate.



# 4.1.2



## Standard Catering Lighting Specification



### Principles

Provide consistency across all catering units

### Details

Retailers to provide adjustable recessed or track lighting at first metre of shopfront

### Specification

Recessed Single, Twin or Track spot

### Finish

White

### Body

Die-cast aluminium

### Light source

LED

### Adjustment

Independent adjustment of each single lamp body

### Approvals

Please contact your allocated LU Project Manager







### Design Guidelines & Codes

The following mandatory, legislative and regulatory requirements, British Standards, Codes of Practice and Best Practice professional guidance publications will form the parameters of the lighting installation:

Code for Lighting (CIBSE/SLL, 2012): Part 0: Contents and Preface	2010
Chapter 1: The Balance of Lighting	BS EN 1838, Parts 1 & 7 Lighting Applications – Emergency Lighting BSI, 1999Trust, 2013
Chapter 2: Indoor Workplaces	
Chapter 6: Energy	
Chapter 7: Construction (Design and Management) Regulations	TFL Good Practice Guide - Accessibility
BS EN 12464-1:2011 Light and Lighting - Lighting of Work Places Part 1 Indoor Work Places	ICEL Guide - ICEL 1006: Emergency Lighting Design Guide. ICEL, 1997
BS 8300:2009+A1:2010 Design Of buildings and their approaches to meet the needs of disabled people - Code of practice.	Lighting Guide 12 - Emergency Lighting Design Guide (SLL LG12), 2006
Statutory Instrument No. 3004 The Workplace (Health Safety and Welfare) Regulations. HMSO, 1992	TFL I-0066 Category 1 standard, Lighting of London Underground Assets
IEE Wiring Regulations 16th Edition	TFL I-0085 Category 1 standard, Fire safety performance of materials
Workplace, Health Safety and Welfare Approved Code of Practice. HSC, 1992	London Underground Category 5-364 Retail Presentation in the LU environment
Building Regulations, Part L2B Conservation of Fuel and Power: HMSO,	Best Practice: The Essential Guide to Retail Lighting, BRE

### Illuminance Criteria

With reference to the design parameters and based upon previous practical experience, any proposed lighting scheme shall be designed to achieve the following design criteria unless otherwise agreed with TFL: The lighting criteria will be designed to meet the illuminance levels within 10% of the recommended minimum step change between illuminances.

Store Light Levels	Min - 200lx average	Max 600lx average
Light Source Colour Temperature	3000K	
Colour Rendering Index	> 85	
Signage Luminance	400Cd m sq Max	
Emergency Lighting	None section 12 areas	Section 12 areas
Emergency Escape Routes (Centre line of route)	1 lx minimum	15 lx average
(50% route)	0.5 lx minimum	5 lx minimum
Open Areas (Core Area excl. 500mm border)	0.5 lx	15 lx average
- shall be	Where possible all light spill of luminaires into the station areas minimised & correctly focused.	
- illuminated all the	Any lighting within the 1st metre of the store should be left while the station is operational.	

#### Note

LEDs. The actual colour temperature of a 3000k LED light source varies between manufacturers. In order to ensure consistency throughout the Luxury Rooms a baseline sample will be held by TFL for matching.



## 4.1.2

### Standard Catering Flank Walls



#### Principles

A flank wall is the first metre of wall from the demise line

Opportunity for branding

Consider the customer's approach

Flank wall design to be approved by TfL

#### Details

High quality materials to be used

Paint finish will not be permitted

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Specification

##### Extent

Shop depth over 3m: Flank wall treatment to extend for the first metre from the demise line

Shop depth less than 3m: Flank wall treatment to continue the full depth of the shop

Flank wall treatments to run full height from floor to ceiling

#### Approvals

Please contact your allocated LU Project Manager



## 4.1.2

Standard Catering  
Flank Walls



### Materials

TfL encourages the use of high quality finishes

Paint finishes are not permitted

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.1.2



### Standard Catering Shopfront Display

#### Principles

The presentation of the shopfront should convey the food offer and experience to the customer

Everything must have a dedicated place including equipment and product to ensure presentation to the customer is of the highest quality

#### Details

If it is unavoidable that equipment is located in the shopfront it must be setback a minimum 150mm from the shopfront

A window graphic that reflects the store concept must be applied to the inside face of the glazing to conceal views to the equipment

Maximum height of equipment in the shopfront is 1350mm (H)

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



## 4.1.2



### Standard Catering Canopies

#### Principles

In the majority of cases canopies will not be permitted on the shopfront

Exceptions may be made for certain retail units

TfL to provide approval on canopies for retail units

#### Details

Branding to sit within zones as indicated

TfL to approve specification

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Specification

##### Material

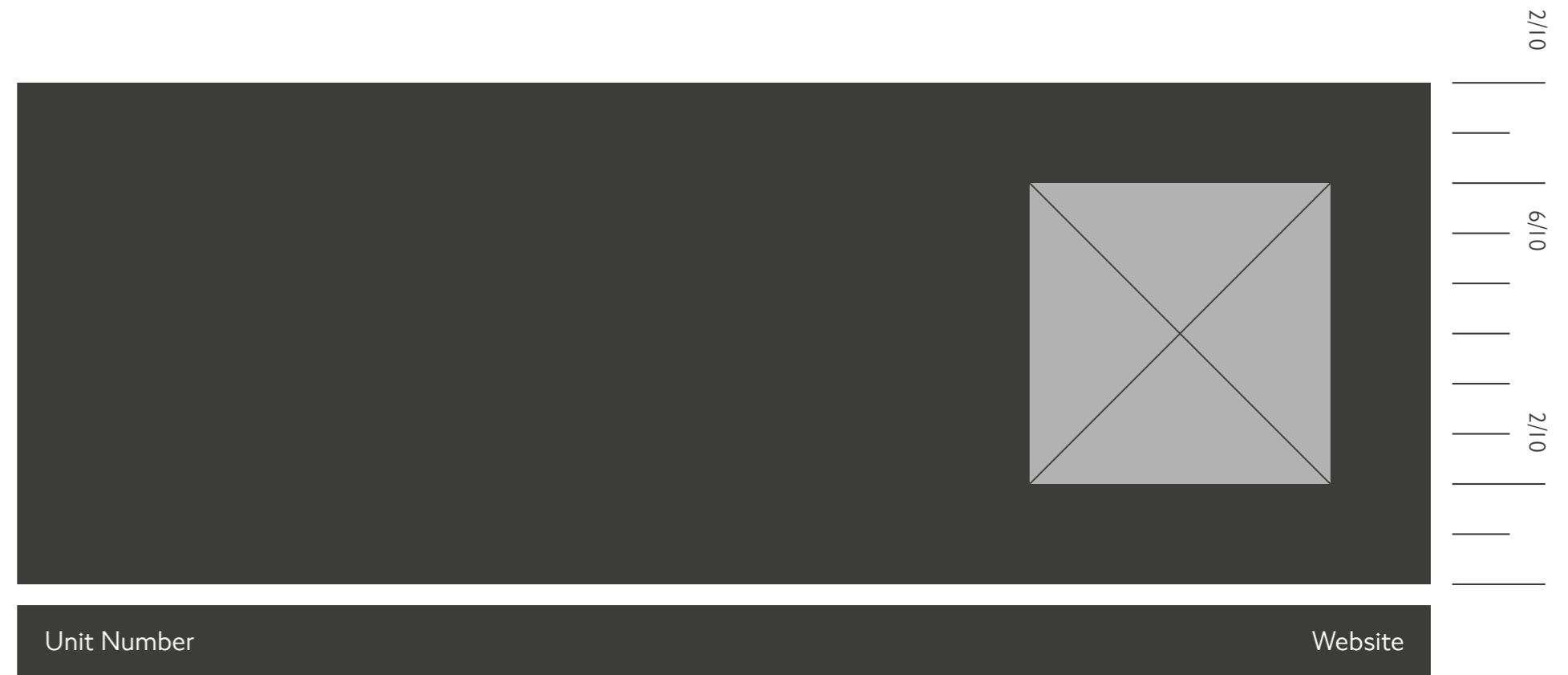
Acrylic or PVC

##### Colours

Charcoal to match RAL 7022

#### Approvals

Please contact your allocated LU Project Manager



## 4.1.2

Standard Catering  
Equality Act 2010



### Details

Glazing should have a permanent manifestation

The manifestations should be at two heights, between 850-1000mm and between 1400 - 1600mm from the ground

Doors that are left open during opening hours are required to have a colour contrasted edge

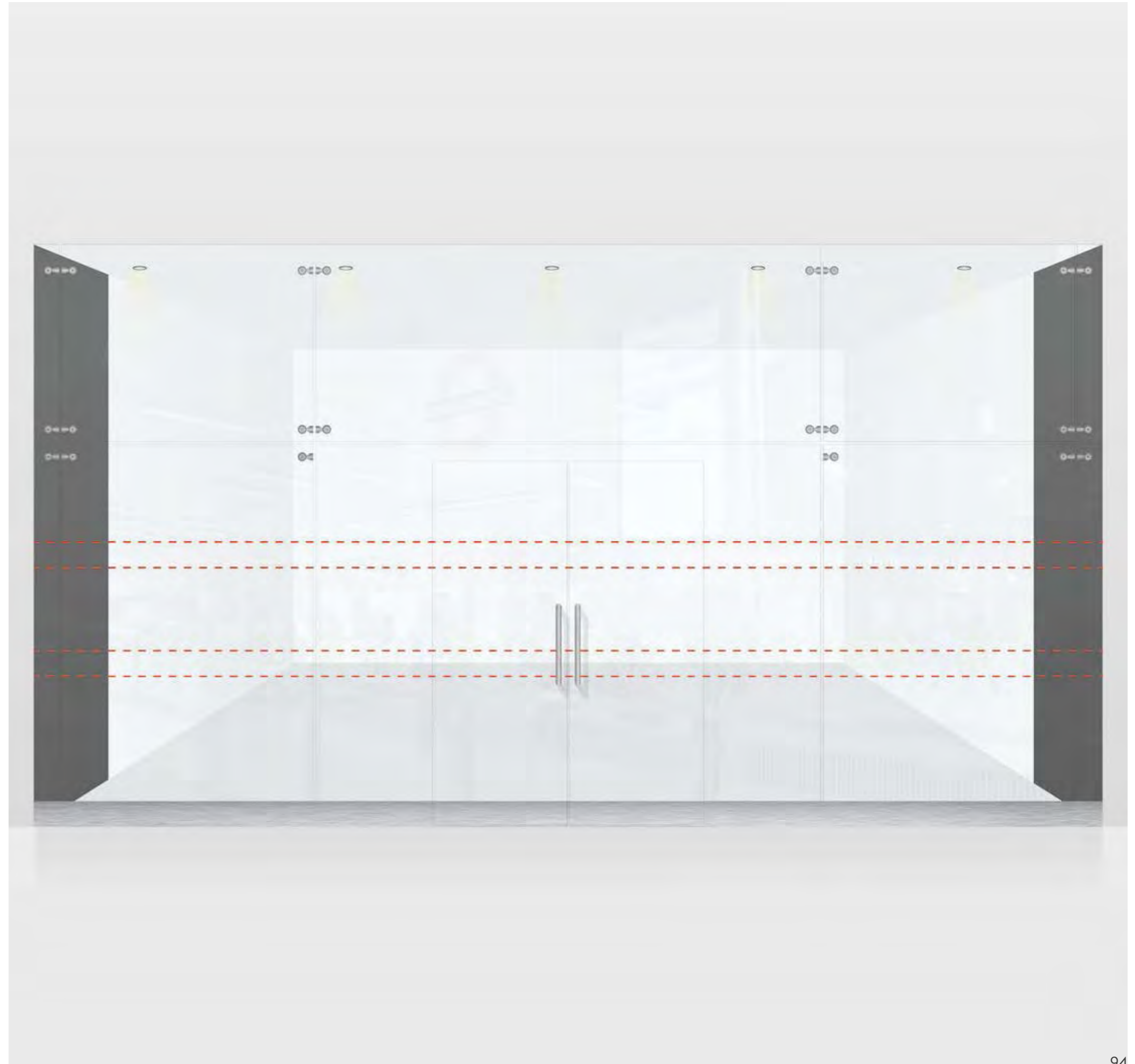
Any steps into the unit are to incorporate a colour contrast edge

Seek direction from TfL as early as possible to ensure the correct advice is sought

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager





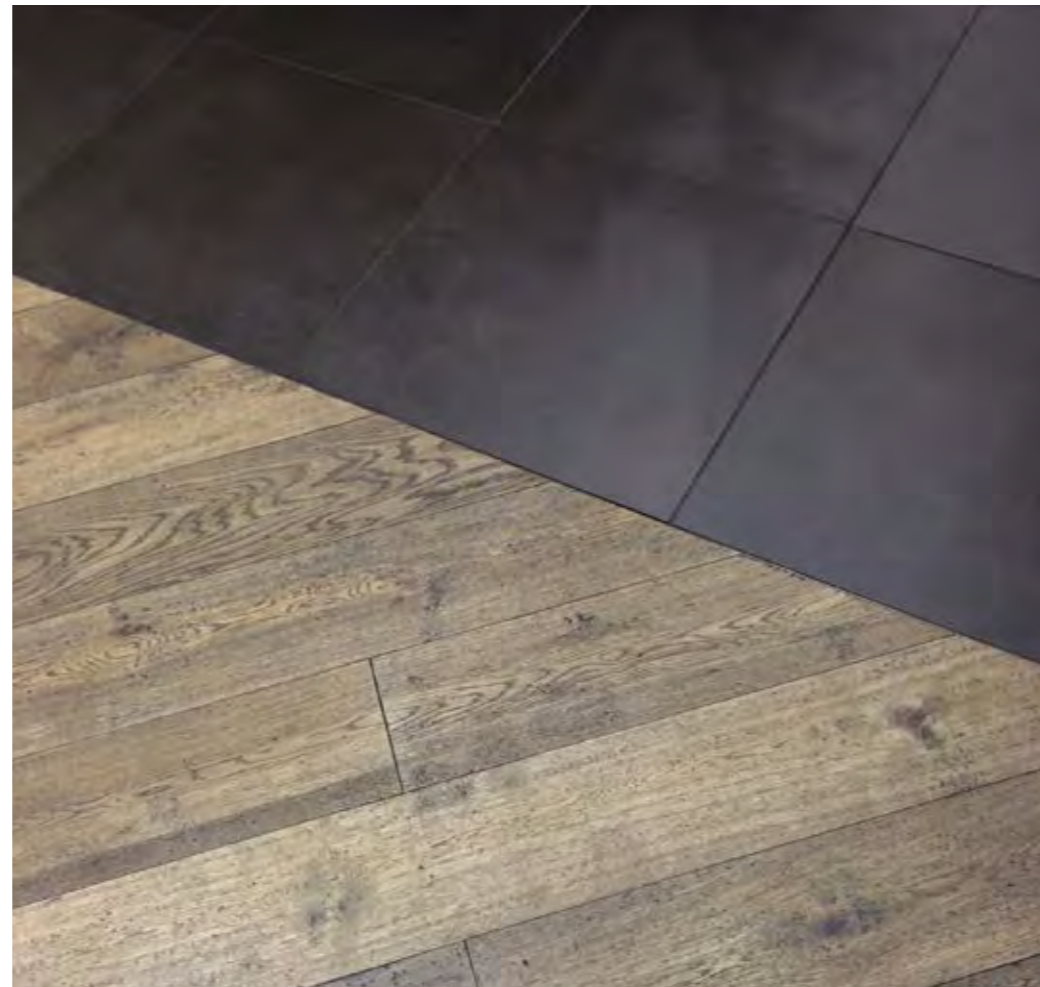
## Interiors

Create a brand statement through creative design solutions that reflect the latest design trends. Consider the customer experience when designing.



## 4.1.2

### Standard Catering Flooring



#### Principles

High quality materials are to be used throughout

Consider the use of inlays to highlight path of travel and seating zones

The use of a neutral colour palette for flooring is encouraged

Consider the durability and ongoing maintenance

#### Detail

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager





## 4.1.2

### Standard Catering Ceiling & Services



#### Principles

High quality materials are to be used throughout the ceiling

Consider how ceiling features can be used to highlight merchandise

Consider the use of textures to create interest

Consider how lighting & services are incorporated into the ceiling design

#### Detail

Consider the appearance and location of air conditioning system, sprinkler fittings and sounds systems when designing the ceiling

Exposed ceilings are acceptable. Note that services require thorough detailing to avoid looking untidy

Ceiling tiles are not permitted

All materials used in a Sub-Surface classified retail units are to comply with SI085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



## 4.1.2



### Standard Catering Interior Elements

#### Principles

Create a dining experience for the customer

Highlight the drama of food preparation

Tell a story and create a journey for the customer

High quality durable finishes are essential

Consider the flow of customers and staff throughout the space

Consider the acoustics of the space

Neutral finishes palettes are encouraged

Brand colours used as a highlight is encouraged

All products associated with food offer to have a designated location. Loose items are not permitted on counter tops

#### Detail

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



## 4.1.2



### Standard Catering Furniture



#### Principles

Make a statement with furniture selections

Consider a variety of seating styles formed from different materials to create interest

Consider upholstery selections to ensure durability and ongoing maintenance

#### Detail

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



## 4.1.2



### Standard Catering Seating Zone



#### Principles

Seating zones are to be an extension of the interior

Entice the customer inside with an inviting space

Ensure there is adequate space for customers and staff to move throughout the space

Allow a clear path to the entry

Consider integrating additional branding into screening elements

#### Details

Canvas balustrades are not permitted  
Maximum screening height is 1000mm

To be made from high quality materials of a robust and durable nature

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



## 4.1.2

### Standard Catering Product Display



#### Principles

Make food the hero

Everything must have a designated space

Excessive loose display units are not permitted on the counter tops

#### Detail

All materials must be LU compliant

All materials used in a Section 12 classified retail unit are to comply with section 12

#### Approvals

Please contact your TfL retail delivery representative.

[approvals@tfl.co.uk](mailto:approvals@tfl.co.uk)



## 4.1.2

### Standard Catering The Four Layers



#### Principles

The principles of using layers of light should be used within the retail environment to create visual interest by implementing contrast ratios and composition.

In all retail areas the lighting should be built up in the layers of: ambient, accent, orientation and feature to add depth and drama to spaces whilst being a powerful tool to aid passenger flows, create highlighted areas and make way-finding more intuitive.

The successful implementation of any lighting scheme depends on how the layers are blended together to create contrast and balance.

Examples of different layers of light are as follows:

#### Details

The criteria listed below should apply to all stores unless otherwise stated by London Underground.

Creative and unique installations are encouraged.

All luminaires should be glare free with the light source concealed from view at all times. A maximum angle 30° from vertical is recommended for adjustable luminaires to help ensure this.

LED and metal halide light sources shall be given preference over other types of luminaire and should be used wherever appropriate.

Other lamp types can be used if required providing they meet the necessary illuminance and energy criteria.

If fluorescent lighting is to be used this should be done in a concealed application either through shielding the source from view through an architectural detail (coves or coffers) or behind a diffusing panel.

Integrated display lighting is encouraged and in these instances care should be taken to ensure that there is no visual exposure of the light source.

Accent; spotlight on specific merchandise

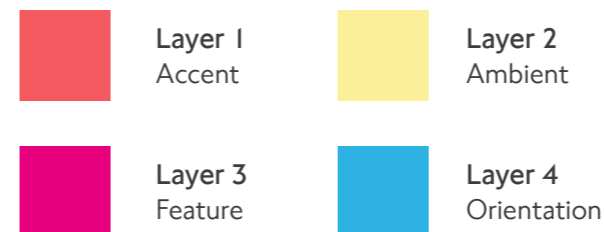
Ambient; general homogeneous illumination for functionality

Feature; key elements such as chandeliers to create visual interest

Navigation; illuminated signage and wayfinding

By balancing layers of light it is possible to achieve better illumination to merchandise, as well as the overall composition, while still maintaining good levels of contrast.

By utilising new lamp technology and reducing the variety of luminaires and lamps, both maintenance and life-cycle cost could be improved and offset capital cost.





## Pop-up Shops

Pop-ups are shops that have a lease term of 6 months or less.

This section looks at pop-up shops defining the design principles that will guide retailers to designing and implementing store fit outs that align with the vision for TfL retail.

Pop-up shops are unique and this should be reflected in all elements of the store design.



# 4.1.3

Standard Pop-ups  
Large unit



### Elements to consider

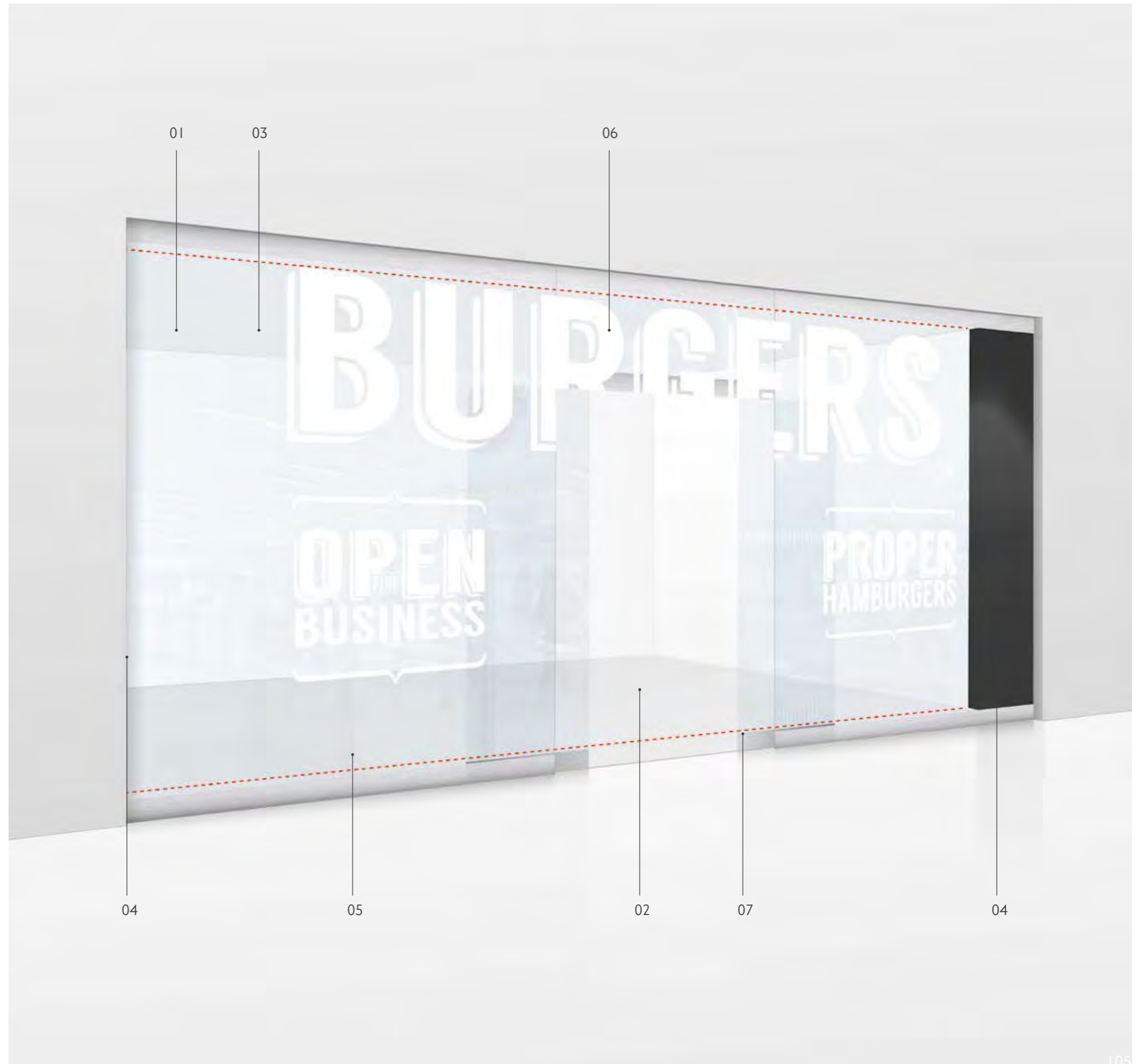
- 01 Glazing
- 02 Ceiling
- 03 Branded Flank Walls
- 04 Shop First Metre
- 05 Primary Signage
- 06 Doors
- 07 Demise Screens & Furniture
- 08 A-Board





# 4.1.3

Standard Pop-ups  
Large unit with demise wall



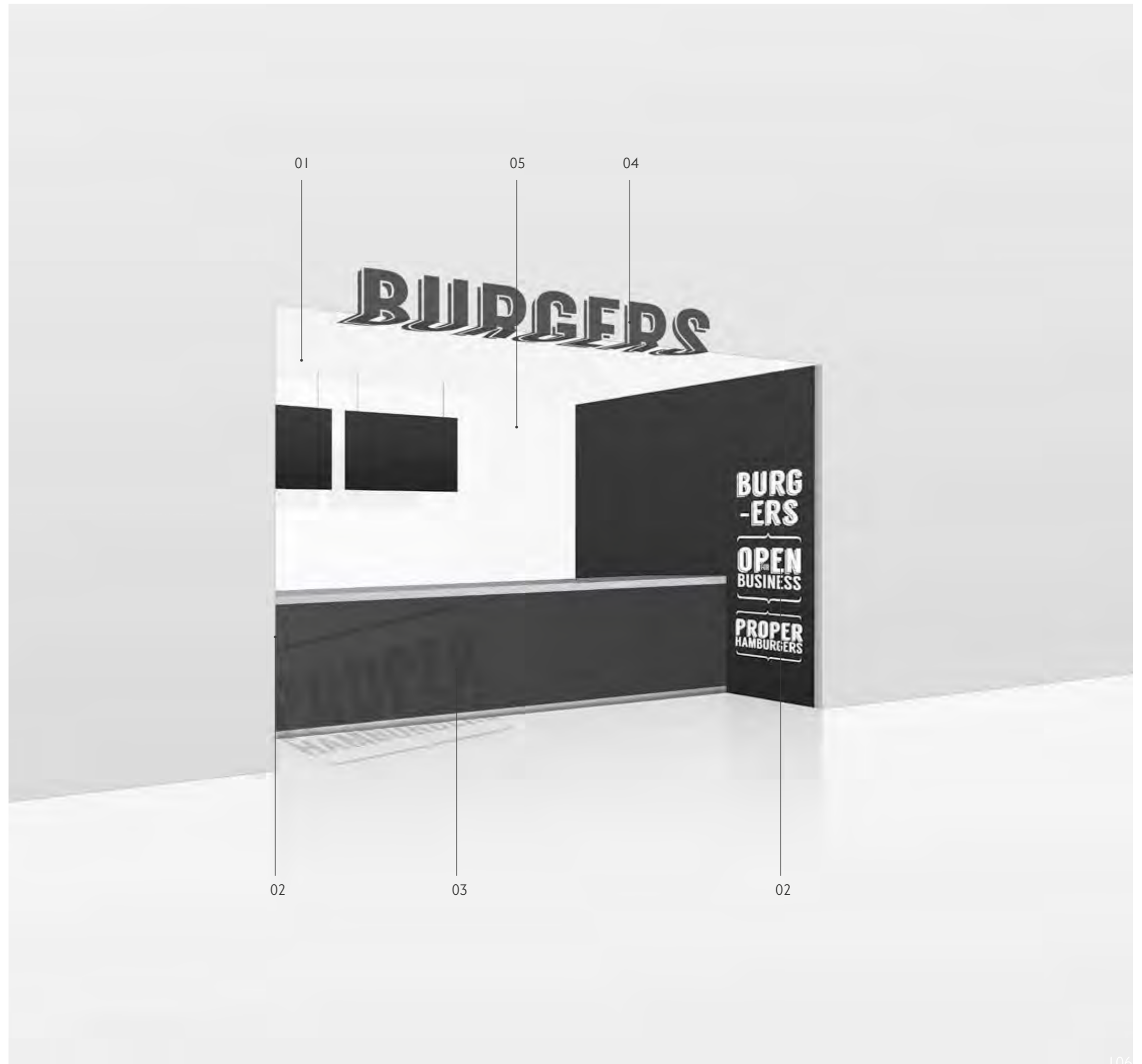
### Elements to consider

- 01 Glazing
- 02 Flooring
- 03 Ceiling
- 04 Branded Flank Walls
- 05 Shop First Metre
- 06 Primary Signage
- 07 Doors



## 4.1.3

Standard Pop-ups  
Over counter unit



### Elements to consider

- 01 Ceiling
- 02 Branded Flank Walls
- 03 Counter / Display
- 04 Primary Signage
- 05 Back wall treatment



# 4.1.3

Standard Pop-ups  
Good Examples





## Signage

Pop-up signage is encouraged to be unique and exciting for the customer, drawing their attention and highlighting that there is limited time to take advantage of the offer.



## 4.1.3



Standard Pop-ups  
Primary signage



### Details

Primary signage is encouraged to be unique

Consider the existing shopfront architecture and integrate signage

Consider use of materials

All materials to be LU compliant

TfL to approve all signage design and application to shopfront

All materials used in a Sub-Surface classified retail units are to comply with S1086 Fire Safety Classification of Stations

### Approvals

Please contact your allocated LU Project Manager



## 4.1.3



Standard Pop-ups  
Additional branding  
to Shopfront



### Principles

Additional branding on the shopfront must be creative and reflect the brand

Additional branding must retain views into the store

### Details

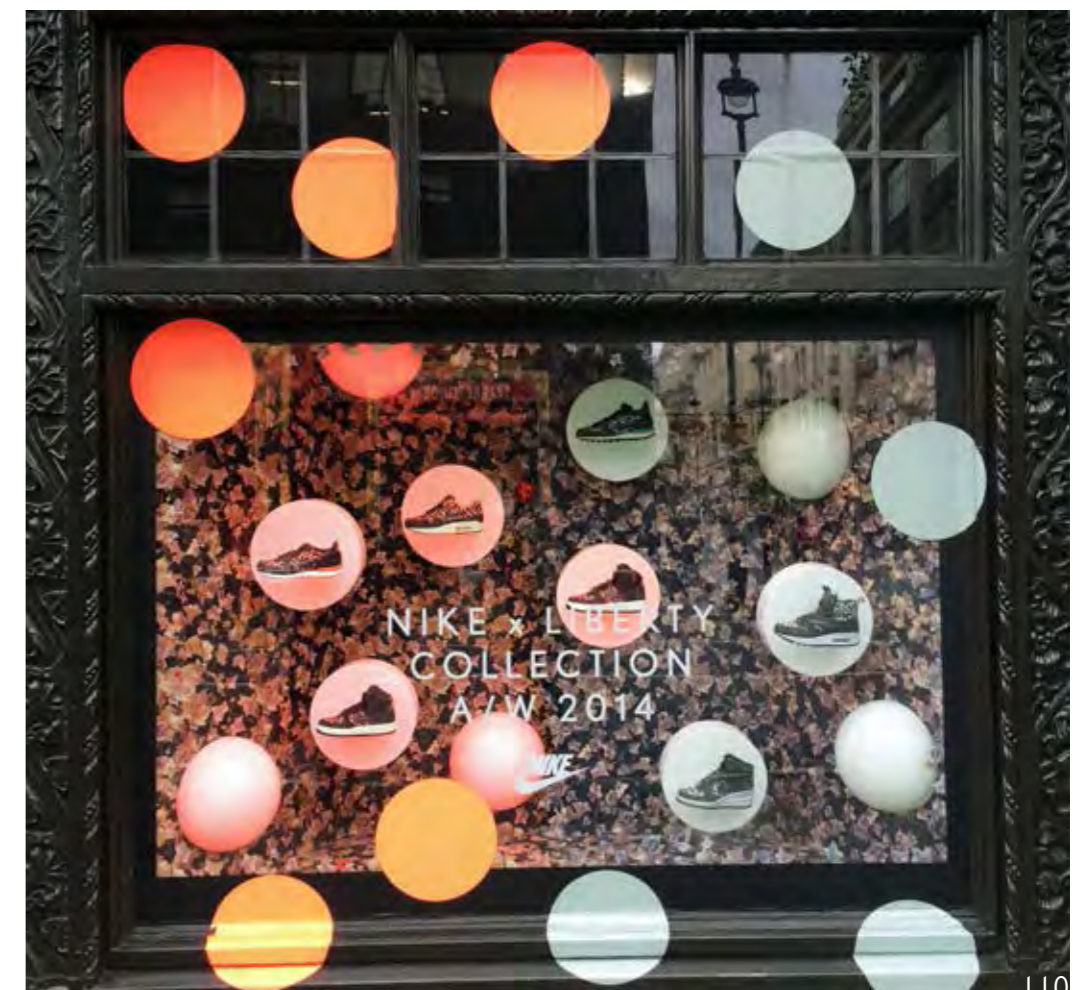
Additional branding on the shopfront must not exceed 25% coverage

Additional branding must be applied to the inside face of the shopfront

All materials used in a Sub-Surface classified retail units are to comply with S1086 Fire Safety Classification of Stations

### Approvals

Please contact your allocated LU Project Manager



## 4.1.3

### Standard Pop-ups Additional Advertising



#### Principles

- The number of additional POS posters to be limited
- Posters to be hung in designated spaces
- Posters to be hung at eye level of customer

#### Details

- Posters to be housed within high quality frames or hung using high quality wire suspension system
- Posters are to be set 150mm back from shopfront glazing
- Posters are not to be stuck directly to walls, joinery or shopfront
- All materials must be LU compliant
- All materials used in a Section 12 classified retail unit are to comply with section 12

#### Approvals

- Please contact your TfL retail delivery representative.
- [approvals@tfl.co.uk](mailto:approvals@tfl.co.uk)



Posters at rear



Posters on shopfront



## 4.1.3

Standard Pop-ups  
High Ceiling Blade Signage



### Selection of blade sign

The use of blade signs is dependant on site conditions

TfL to define if blade signs are suitable and if so TfL to define blade sign type

### Specification High Ceiling

#### Application

Framework to be fixed to landlord pilaster. TfL to approve fixing method

#### Size

To be determined by LU Project Manager

#### Material

Powdercoated metal to match RAL 7022

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Graphic Panel

Brand logo to be applied with cut vinyl's onto powdercoated metal panel. Retailer responsible to provide

#### Branding Zone

Branding to be centred on panel

#### Illumination

Non-illuminated

#### Power Source

To run through framework

### Approvals

Please contact your allocated LU Project Manager





## 4.1.3

### Standard Pop-ups Low Ceiling Blade Signage



#### Selection of blade sign

The use of blade signs is dependant on site conditions

TfL to define if blade signs are suitable and if so TfL to define blade sign type

#### Specification High Ceiling

##### Application

Framework to be fixed to landlord pilaster. TfL to approve fixing method

##### Size

To be determined by LU Project Manager

##### Material

Powdercoated metal to match RAL 7022

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

##### Graphic Panel

Brand logo to be applied with cut vinyl's onto powdercoated metal panel. Retailer responsible to provide

##### Branding Zone

Branding to be centred on panel

##### Ilumination

Non-illuminated

##### Power Source

To run through framework

#### Approvals

Please contact your allocated LU Project Manager





## Hoarding

Retailers are encouraged to create bold statements on their hoarding designs that reflect the brand.

Attract the customers attention and take the opportunity to identify store opening dates.



## 4.1.3

Standard Pop-ups  
Hoarding Graphics



Applied to glazing

### Principles

- Reflect your brand identity
- Attract the attention of the customer
- Identify store opening dates

### Details

- TfL to approve hoarding graphic design prior to installation
- TfL to specify whether graphic to be applied to glazing or hoarding structure
- All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

- Please contact your allocated LU Project Manager



Applied to hoarding



## Entry Zone

The first metre of all retail units is a controlled zone in order to maintain the quality of the retail presentation. Quality finishes and a controlled branding zone creates framework for retailers to inject their brand identity.



## 4.1.3

### Standard Pop-ups Lighting Principles



#### Principles

The lighting of the store front is a key element in enforcing the brand identity and in creating an interesting and inviting shop front that will draw customers into the store.

While it is important not to place any unnecessary restrictions on these areas so that the use of creative and interesting displays is not discouraged it is key that any lighting within these zones be carefully controlled so as not to create any light pollution into the station itself.

While some spill light into the station is inevitable this should always be designed so that the additive light never exceeds 150lx within a one-meter zone around the stores boundary.

#### Details

To ensure that all shop front lighting within the station environment is consistent and works with the aesthetic the following should be applied:

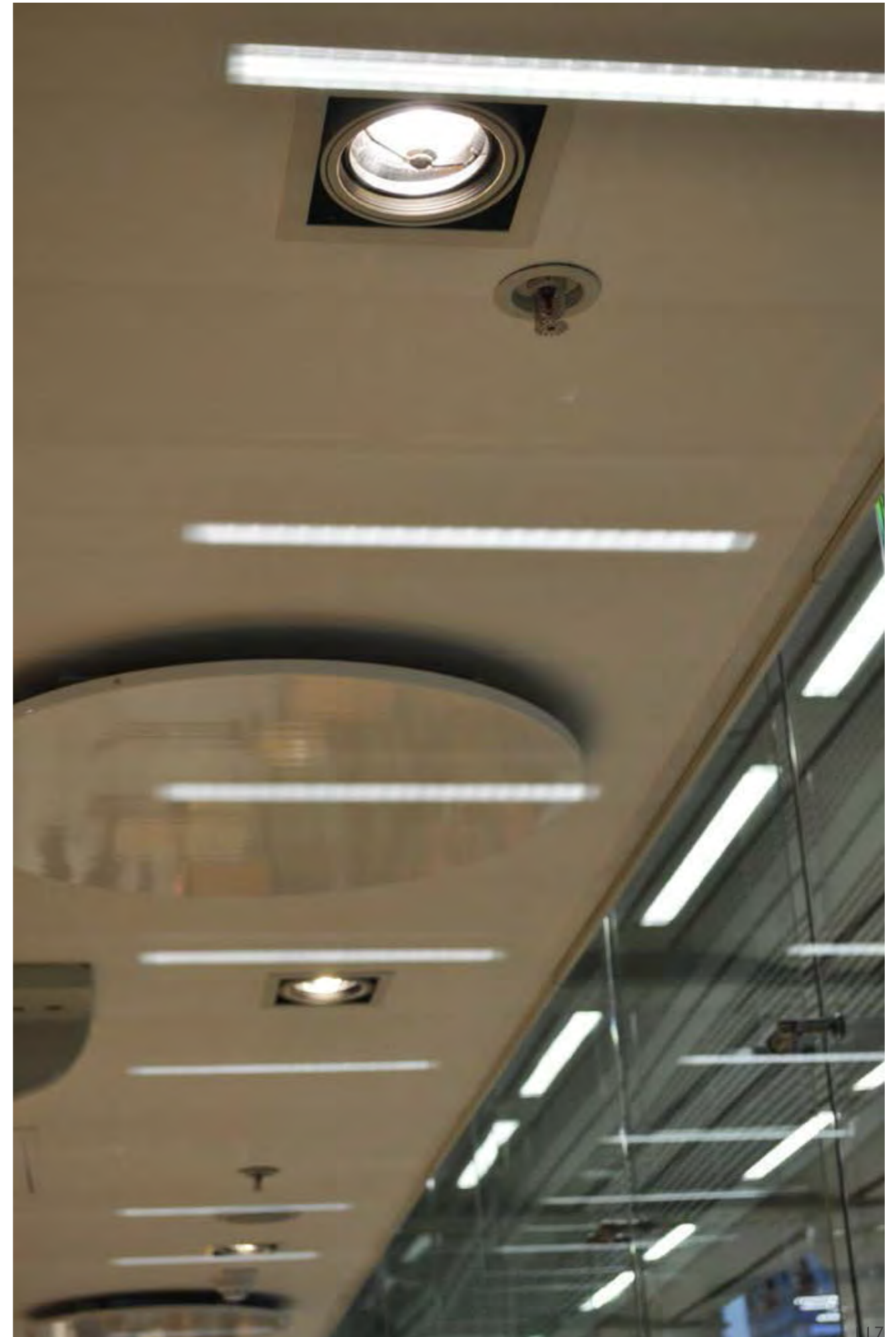
All luminaires should be aimed into the store and displays to prevent any issues with glare any reduce any spill light into the station.

All display lighting as well as any lighting within the first metre of the store should be controlled separately to the rest of the store and should be left illuminated all the while the station is operational.

All lighting should have a colour temperature of 3000K unless being used for illuminated signage or within back illuminated displays, which should have a temperature of 4000K.

Decorative luminaires and lighting installations are encouraged however at no point should strobe, spinning or fast chase effects be used

All lights sources and lamps should be shielded from view at all times for both in direct and indirect lighting applications.



## 4.1.3

Standard Pop-ups  
Lighting Technical



### Principles

All equipment supplied shall comply with the relevant local norms, and be capable of installation in accordance with the manufacturers' instructions.

The lighting installation shall be designed to utilise luminaires selected from manufacturers' standard ranges. Special and variant luminaires must be approved by the Landlord.

Where gear or transformers are installed remotely care should be taken to ensure that they are easily accessible for maintenance. High frequency electronic control gear shall be employed as standard to eliminate stroboscopic effects, improve lamp life and maximise energy efficiency.

Lamp luminaire combinations shall be selected to conform to the Part L requirements.

LED technology shall be given preference and used wherever appropriate.

Illuminance levels on merchandise are to achieve an average of 1000 Lux to a maximum of 1500 Lux.

**All light sources will meet the following criteria:**

Colour Rendering Index of >85

Colour temperature of 3000K

### Details

While LED technology shall be given preference this will not be suitable for all applications.

The latest LED technology has a typical maximum lumen output of 5000 lumens and does still not compete (or compare) with high-powered ceramic metal halide lamp sources above 50W. With this in mind there may also be opportunities for using such technologies, however consideration should be given to 'warm-up and re-strike' times as such lamps are not 'instant on' and are extremely difficult to dim.

In addition to this both linear and spotlight LED chips are inherently 'directional' sources so in instances where a softer quality of illumination is required, fluorescent technology may be more appropriate.



# 4.1.3

## Standard Pop-ups Lighting Specification



### Principles

Provide consistency across all retail units

### Details

The extent of new lighting or upgrade of existing lighting is to be discussed with your assigned LU Project Manager and agreed on a case by case basis as requirements are dependant to length of lease

If new lighting is to be installed, the following is recommended unless a more suitable option is provided in line with the unit design

### Specification

Recessed Single, Twin or Track spot

### Finish

White

### Body

Die-cast aluminium

### Light source

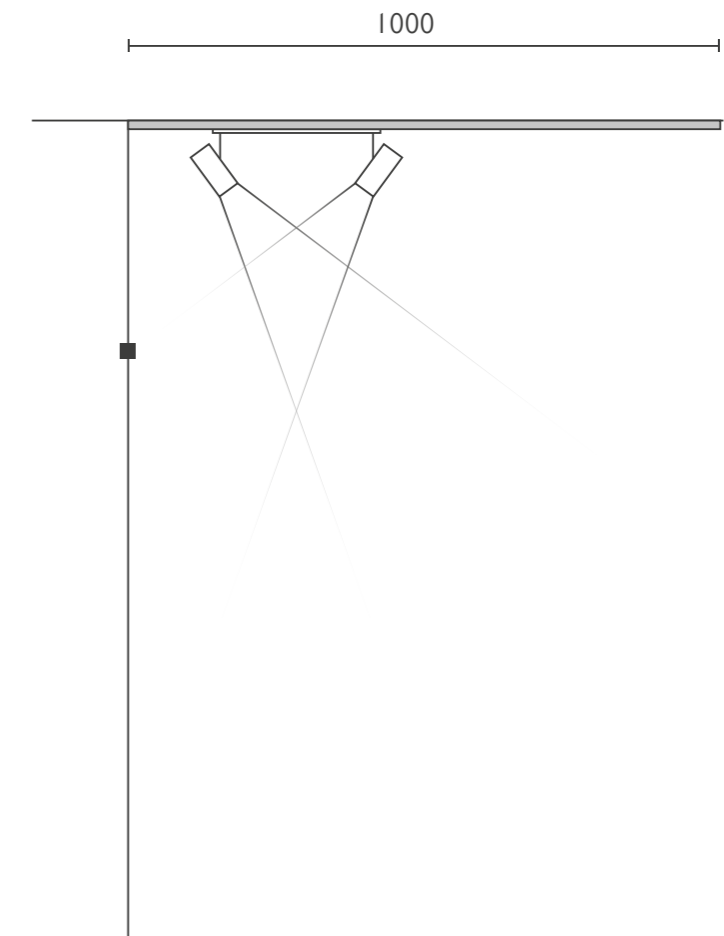
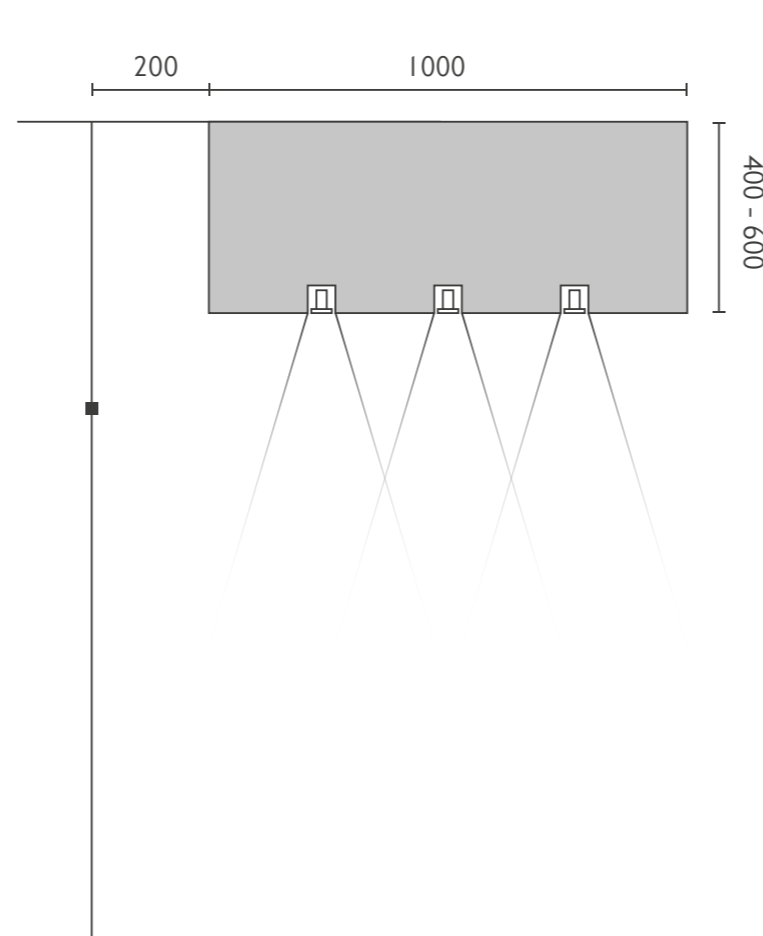
LED

### Adjustment

Independent adjustment of each single lamp body

### Approvals

Please contact your allocated LU Project Manager



Single Recessed Gimbal



Twin Recessed Gimbal



Track Spot





## Design Guidelines & Codes

The following mandatory, legislative and regulatory requirements, British Standards, Codes of Practice and Best Practice professional guidance publications will form the parameters of the lighting installation:

Code for Lighting (CIBSE/SLL, 2012): Part 0: Contents and Preface	2010
Chapter 1: The Balance of Lighting	BS EN 1838, Parts 1 & 7 Lighting Applications – Emergency Lighting BSI, 1999Trust, 2013
Chapter 2: Indoor Workplaces	
Chapter 6: Energy	
Chapter 7: Construction (Design and Management) Regulations	TFL Good Practice Guide - Accessibility
BS EN 12464-1:2011 Light and Lighting - Lighting of Work Places Part 1 Indoor Work Places	ICEL Guide - ICEL 1006: Emergency Lighting Design Guide. ICEL, 1997
BS 8300:2009+A1:2010 Design Of buildings and their approaches to meet the needs of disabled people - Code of practice.	Lighting Guide 12 - Emergency Lighting Design Guide (SLL LG12), 2006
Statutory Instrument No. 3004 The Workplace (Health Safety and Welfare) Regulations. HMSO, 1992	TFL I-0066 Category 1 standard, Lighting of London Underground Assets
IEE Wiring Regulations 16th Edition	TFL I-0085 Category 1 standard, Fire safety performance of materials
Workplace, Health Safety and Welfare Approved Code of Practice. HSC, 1992	London Underground Category 5-364 Retail Presentation in the LU environment
Building Regulations, Part L2B Conservation of Fuel and Power: HMSO,	Best Practice: The Essential Guide to Retail Lighting, BRE

## Illuminance Criteria

With reference to the design parameters and based upon previous practical experience, any proposed lighting scheme shall be designed to achieve the following design criteria unless otherwise agreed with TFL: The lighting criteria will be designed to meet the illuminance levels within 10% of the recommended minimum step change between illuminances.

Store Light Levels	Min - 200lx average	Max 600lx average
Light Source Colour Temperature	3000K	
Colour Rendering Index	> 85	
Signage Luminance	400Cd m sq Max	
Emergency Lighting	None section 12 areas	Section 12 areas
Emergency Escape Routes (Centre line of route)	1 lx minimum	15 lx average
(50% route)	0.5 lx minimum	5 lx minimum
Open Areas (Core Area excl. 500mm border)	0.5 lx	15 lx average
- shall be	Where possible all light spill of luminaires into the station areas minimised & correctly focused.	
- illuminated all the	Any lighting within the 1st metre of the store should be left while the station is operational.	

### Note

LEDs. The actual colour temperature of a 3000k LED light source varies between manufacturers. In order to ensure consistency throughout the Luxury Rooms a baseline sample will be held by TFL for matching.





## 4.1.3

### Standard Pop-ups Flank Walls



#### Principles

A flank wall is the first metre of wall from the demise line

Opportunity for branding

Consider the customer's approach

Flank wall design to be approved by TfL

#### Details

High quality materials to be used

Paint finish will not be permitted

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Specification

##### Extent

Shop depth over 3m: Flank wall treatment to extend for the first metre from the demise line

Shop depth less than 3m: Flank wall treatment to continue the full depth of the shop

Flank wall treatments to run full height from floor to ceiling

#### Approvals

Please contact your allocated LU Project Manager



## 4.1.3

Standard Pop-ups  
Flank Walls



### Materials

TfL encourages the use of high quality finishes

Paint finishes are not permitted

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.1.3

Standard Pop-ups  
Equality Act 2010



### Details

Glazing should have a permanent manifestation

The manifestations should be at two heights, between 850-1000mm and between 1400 - 1600mm from the ground

Doors that are left open during opening hours are required to have a colour contrasted edge

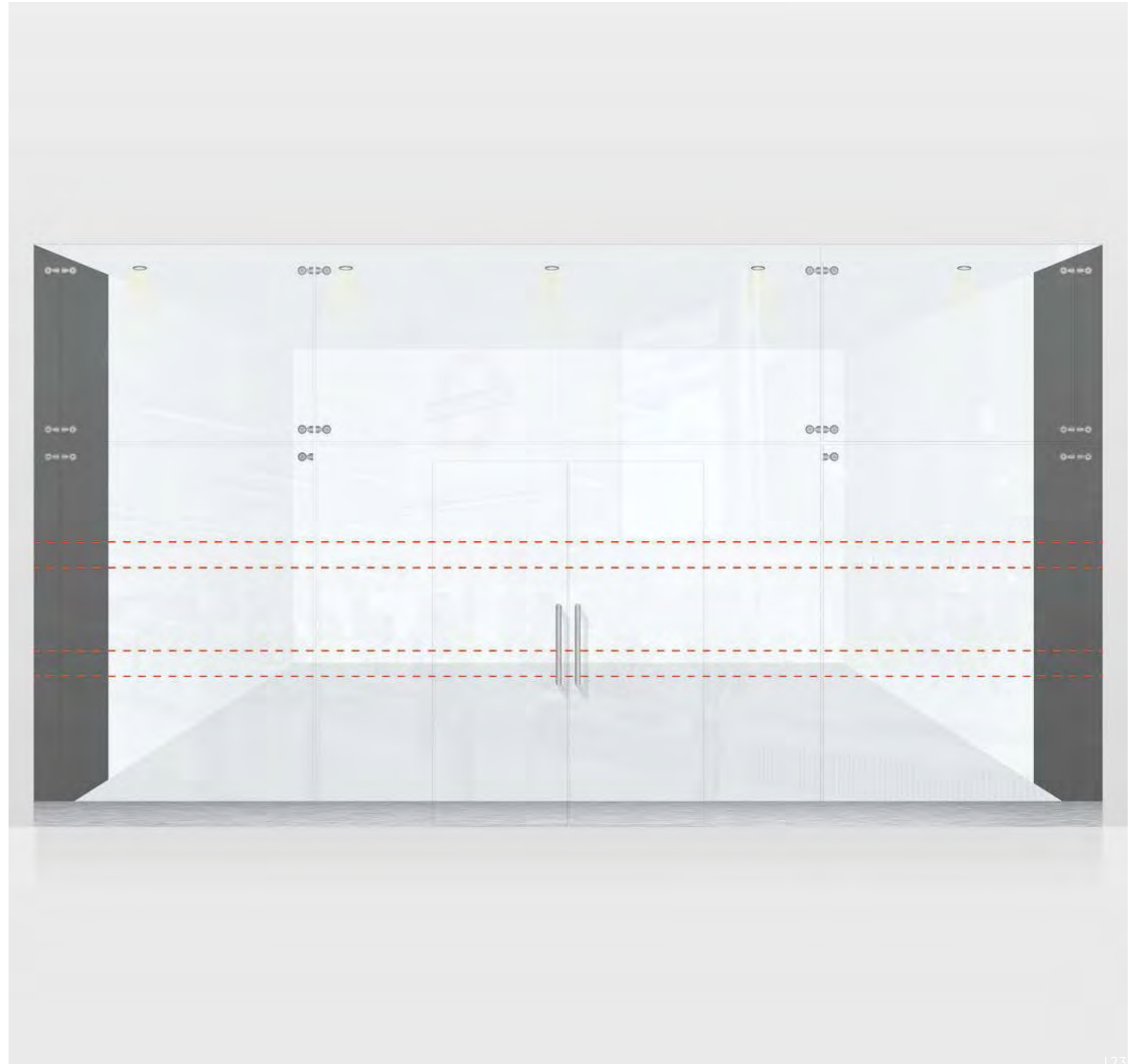
Any steps into the unit are to incorporate a colour contrast edge

Seek direction from TfL as early as possible to ensure the correct advice is sought

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager





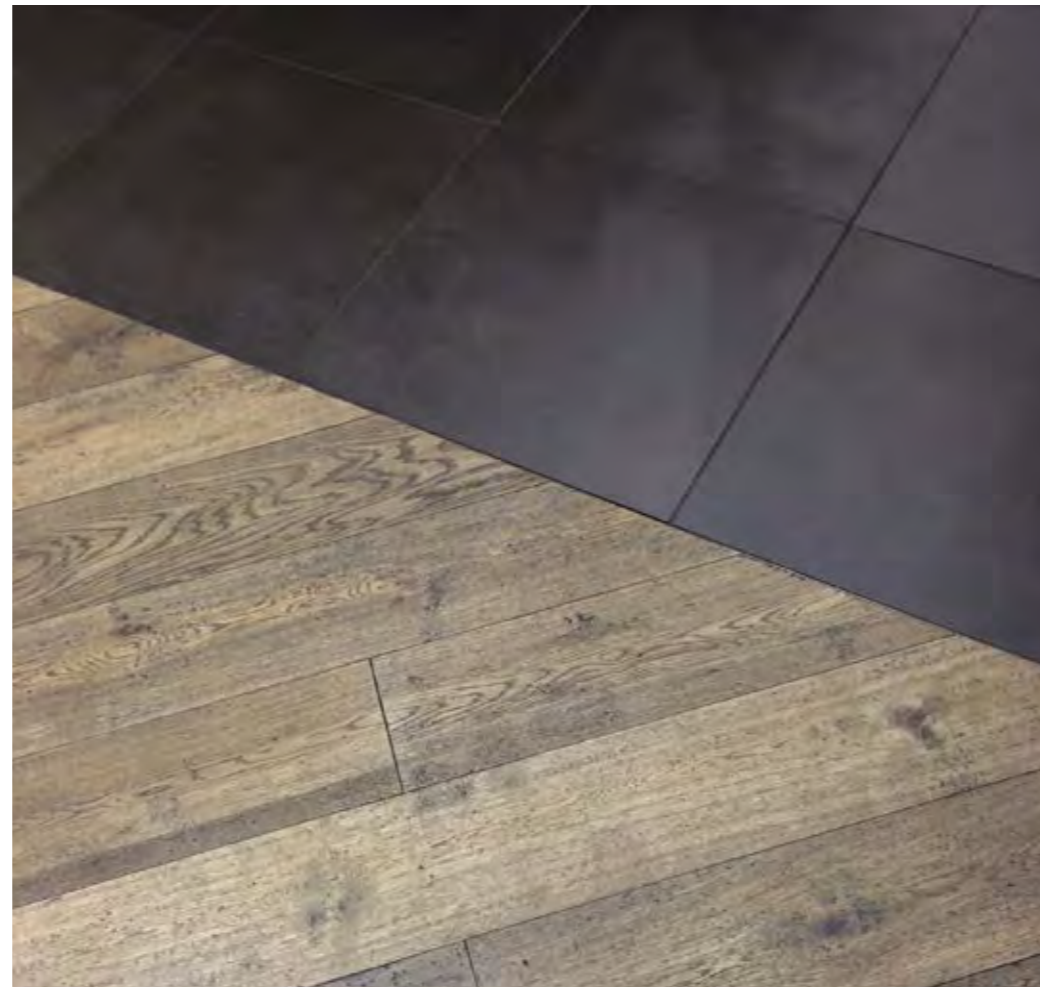
## Interiors

Create a brand statement through creative design solutions that reflect the latest design trends. Engage with the customer through imaginative visual merchandising & quality materials.



# 4.1.3

## Standard Pop-ups Flooring



### Principles

If retaining all or part of existing flooring please ensure deep clean of existing is carried out

Where new flooring is being laid, ensure high quality materials are used

Consider the use of inlay to highlight merchandising and/or path of travel

Consider the durability and ongoing maintenance

### Detail

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.1.3

Standard Pop-ups  
Ceiling & Services



### Principles

If retaining all or part of existing ceiling please ensure deep clean of existing is carried out

High quality materials are to be used throughout the ceiling

Create a statement with the ceiling design

Consider how ceiling features can be used to highlight product

Consider the use of textures to create interest

Consider how lighting & services are incorporated into the ceiling design

### Detail

Consider the appearance and location of air conditioning system, sprinkler fittings and sounds systems when designing the ceiling

Exposed ceilings are acceptable. Note that services require thorough detailing to avoid looking untidy

Ceiling tiles and egg crate ceilings are not permitted

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



# 4.1.3

## Standard Pop-ups Interior Elements



### Shop Principles

Tell a story and create a journey for the customer

Consider the flow of customers and staff throughout the space

Neutral finishes palettes are encouraged.

Brand colours are to be used as a highlight

### Additional Catering Principles

Create a dining experience for the customer

Highlight the drama of food preparation

All products associated with food offer to have a designated location. Loose items are not permitted on counter tops

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

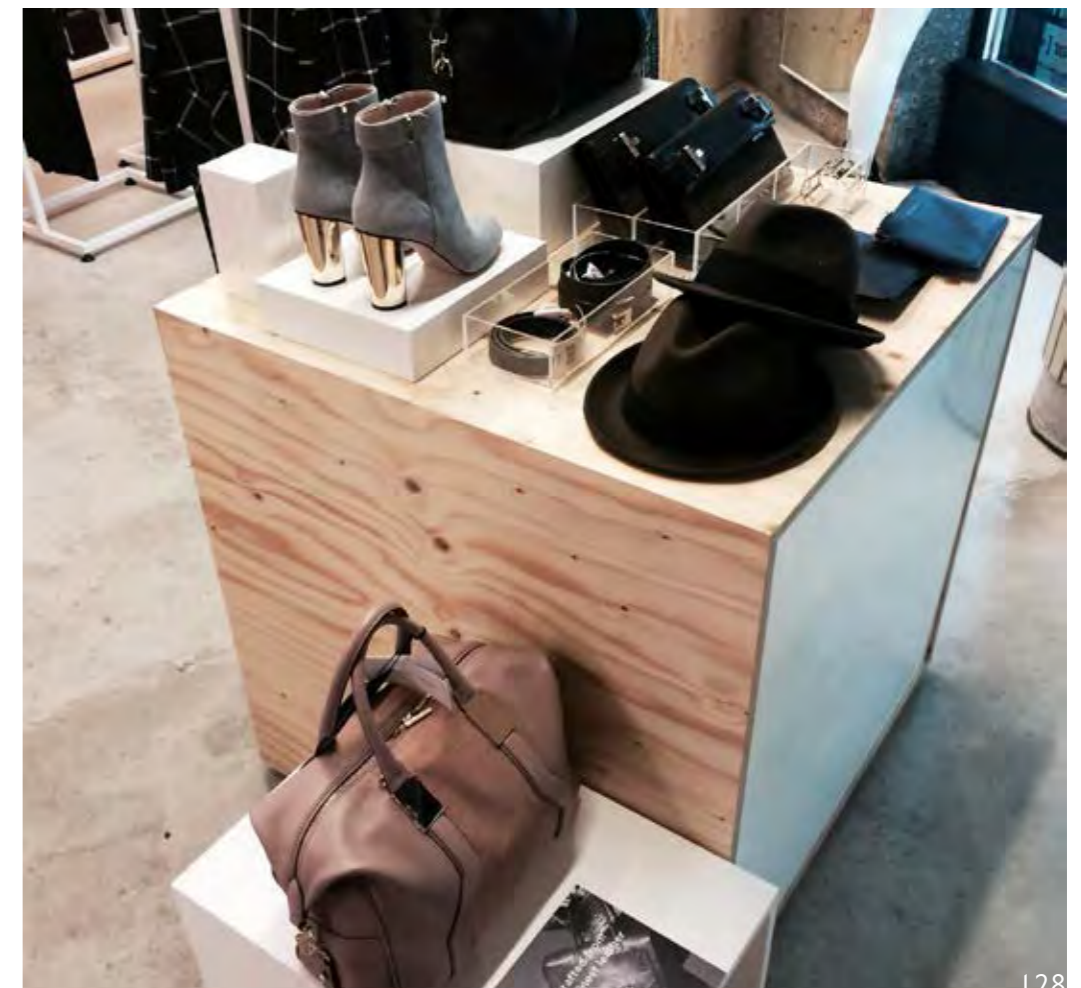
### Approvals

Please contact your allocated LU Project Manager



# 4.1.3

Standard Pop-ups  
Furniture



### Principles

- Make a statement with furniture selections
- Consider a variety of seating styles formed from different materials to create interest
- Consider durability and maintenance
- All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager





# 4.1.3

Standard Pop-ups  
Seating Zone



### Principles

Seating zones are to be an extension of the interior

Entice the customer inside with an inviting space

Ensure there is adequate space for customers and staff to move throughout the space

Allow a clear path to the entry

Consider integrating additional branding into screening elements

### Details

Canvas balustrades are not permitted

Maximum screening height is 1000mm

To be made from high quality materials of a robust and durable nature

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



# 4.1.3

## Standard Pop-ups Product Display



### Principles

Everything must have a designated space

Excessive loose display units are not permitted on the counter tops

### Details

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



# 4.1.3

## Standard Pop-ups The Four Layers



### Principles

The principles of using layers of light should be used within the retail environment to create visual interest by implementing contrast ratios and composition.

In all retail areas the lighting should be built up in the layers of: ambient, accent, orientation and feature to add depth and drama to spaces whilst being a powerful tool to aid passenger flows, create highlighted areas and make way-finding more intuitive.

The successful implementation of any lighting scheme depends on how the layers are blended together to create contrast and balance.

Examples of different layers of light are as follows:

Accent; spotlight on specific merchandise

Ambient; general homogeneous illumination for functionality

Feature; key elements such as chandeliers to create visual interest

Navigation; illuminated signage and wayfinding

By balancing layers of light it is possible to achieve better illumination to merchandise, as well as the overall composition, while still maintaining good levels of contrast.

By utilising new lamp technology and reducing the variety of luminaires and lamps, both maintenance and life-cycle cost could be improved and offset capital cost.

### Details

The criteria listed below should apply to all stores unless otherwise stated by London Underground.

Creative and unique installations are encouraged.

All luminaires should be glare free with the light source concealed from view at all times. A maximum angle 30° from vertical is recommended for adjustable luminaires to help ensure this.





LED and metal halide light sources shall be given preference over other types of luminaire and should be used wherever appropriate.

Other lamp types can be used if required providing they meet the necessary illuminance and energy criteria.

If fluorescent lighting is to be used this should be done in a concealed application either through shielding the source from view through an architectural detail (coves or coffers) or behind a diffusing panel.

Integrated display lighting is encouraged and in these instances care should be taken to ensure that there is no visual exposure of the light source.



	Layer 1 Accent		Layer 2 Ambient
	Layer 3 Feature		Layer 4 Orientation





## Kiosks

The kiosk design has been developed to reflect the architectural design principles of the stations. A consistent form and finish to the kiosk ensures it forms a part of the architecture while clear glazing to the front of the unit and illuminated signage allows the retailers brand identity to be at the forefront.



# 3.1.4

Standard Kiosks  
Elements to consider



### Elements to consider

- 01 Framework
- 02 Bulkhead
- 03 Ceiling
- 04 Internal walls
- 05 External walls
- 06 Primary Signage
- 07 Brand Messaging
- 08 Poster/tv display



# 3.1.4

Standard Kiosks  
Good Examples





## Shopfront

A clear and open shopfront that brings the retail fitout to the forefront of the station will be achieved with the clear glazing and open shopfront to the kiosk.



## 3.1.4

Standard Kiosks  
Security & Roller Shutter



### Principles

TfL branded roller shutter for consistency

Security measures are to be concealed wherever possible

### Details

Roller shutter will be provided to the front of the unit by TfL

Tills to be integrated into the counter

If not provided elsewhere, provide staff with a location to securely lock away personal belongings

Security systems are to be fully integrated into kiosk

All materials used in a Sub-Surface classified retail units are to comply with S1086 Fire Safety Classification of Stations

### Approvals

Please contact your allocated LU Project Manager







## Signage

A contemporary illuminated signage design with clean lines provides consistency across the kiosk frontages while retaining the retailers brand identity.



## 3.1.4

Standard Kiosks  
Primary Signage



### Selection of signage system

Signage type is dependant on site conditions

TfL to define required signage type for station

### Details

Letter height and width to be determined dependant on site conditions

Ensure amp source is always hidden from view

Ensure no visible spotting or stripping on any diffuse surface

### Specification

#### Application

Individual letters bonded to glazed panel

#### Height

Site specific

#### Width

Site specific

#### Depth

40mm overall

#### Material

Brushed stainless steel

Glazed face to letters with vinyl to back face of glazing

#### Illumination

Illumination by LED

#### Power Source

Run through stainless steel 3mm rods at the back of signage

All materials used in a Sub-Surface classified retail units are to comply with S1086 Fire Safety Classification of Stations

### Approvals

Please contact your allocated LU Project Manager



## 3.1.4

### Standard Kiosks Secondary Signage



#### Principles

Consistency across  
all kiosk units

Controlled signage zone

Flexibility for change in retailer

#### Details

Retailers responsible for providing  
a full height sheet of vinyl with the  
logo/brand cut out

Retailer responsible for providing  
opal vinyl sheet to rear of logo/  
brand cut out to conceal views to  
illumination

TfL to provide open topped tray  
with LED illumination to illuminate  
logo/brand

#### Specification

##### Full height vinyl

3M vinyl

Black Olive Matte 100 – 2290

##### Opal vinyl

Details to be provided

##### Dimensions

Details to be provided by TfL

##### Materials

All materials used in a Sub-  
Surface classified retail units are  
to comply with S1086 Fire Safety  
Classification of Stations

#### Approvals

Please contact your allocated LU  
Project Manager



## 3.1.4

### Standard Kiosks Brand Messaging



#### Principles

Provide the retailer with additional brand messaging opportunities in a consistent format

Brand messaging must be creative and reflect the brand

#### Details

Retailer is responsible for supplying and installing a full bleed graphic to the inside face of the glazed panel

Panel to be backlit with LED's, supplied by TfL

Brand messaging is to be reviewed and approved by the TfL delivery team

All materials used in a Sub-Surface classified retail units are to comply with S1086 Fire Safety Classification of Stations

#### Approvals

Please contact your allocated LU Project Manager



## 3.1.4

### Standard Kiosks Window Display



#### Principles

Create interesting displays that attract customers

Retain clear views into the store

Evolving and changing displays reflecting seasons and trends are encouraged

#### Details

Posters are not permitted to be applied to the shopfront

Posters and screens are to be hung using high quality wire suspension system

Posters to be set 100 - 150mm back from the shopfront glazing

All cabling and services in the shopfront window display must be concealed. Consider the location of power supply

All materials must be LU compliant

All materials used in a Section 12 classified retail unit are to comply with section 12

#### Approvals

Please contact your TfL retail delivery representative.

[approvals@tfl.co.uk](mailto:approvals@tfl.co.uk)





## Interiors

Create a brand statement through creative design solutions that reflect the latest design trends. Engage with the customer through imaginative visual merchandising & quality materials.



## 3.1.4

Standard Kiosks  
Ceiling & Services



### Principles

Provide a consistent and high quality ceiling finish throughout the kiosk

### Details

White mesh ceiling tiles to be provided by TfL

All services and cabling to be concealed within the ceiling space

All materials used in a Sub-Surface classified retail units are to comply with S1086 Fire Safety Classification of Stations

### Approvals

Please contact your allocated LU Project Manager



## 3.1.4

### Standard Kiosks Lighting



#### Principles

Provide consistency across all kiosks

#### Details

TfL to provide lighting layouts for each kiosk unit that includes a series of single or double recessed gimbal light fittings

TfL to provide lighting tracks in each kiosk unit

Retailers are able to change reflectors in light fittings to suit use of kiosk

Retailers can adjust angles of recessed light fittings to suit use of kiosk

Track lights can be added to the supplied lighting track by the retailer if required

Any changes to existing lighting in unit are to be approved by TfL

#### Specification

Recessed Single, Twin or Track spot

**Finish**  
White

**Body**  
Die-cast aluminium

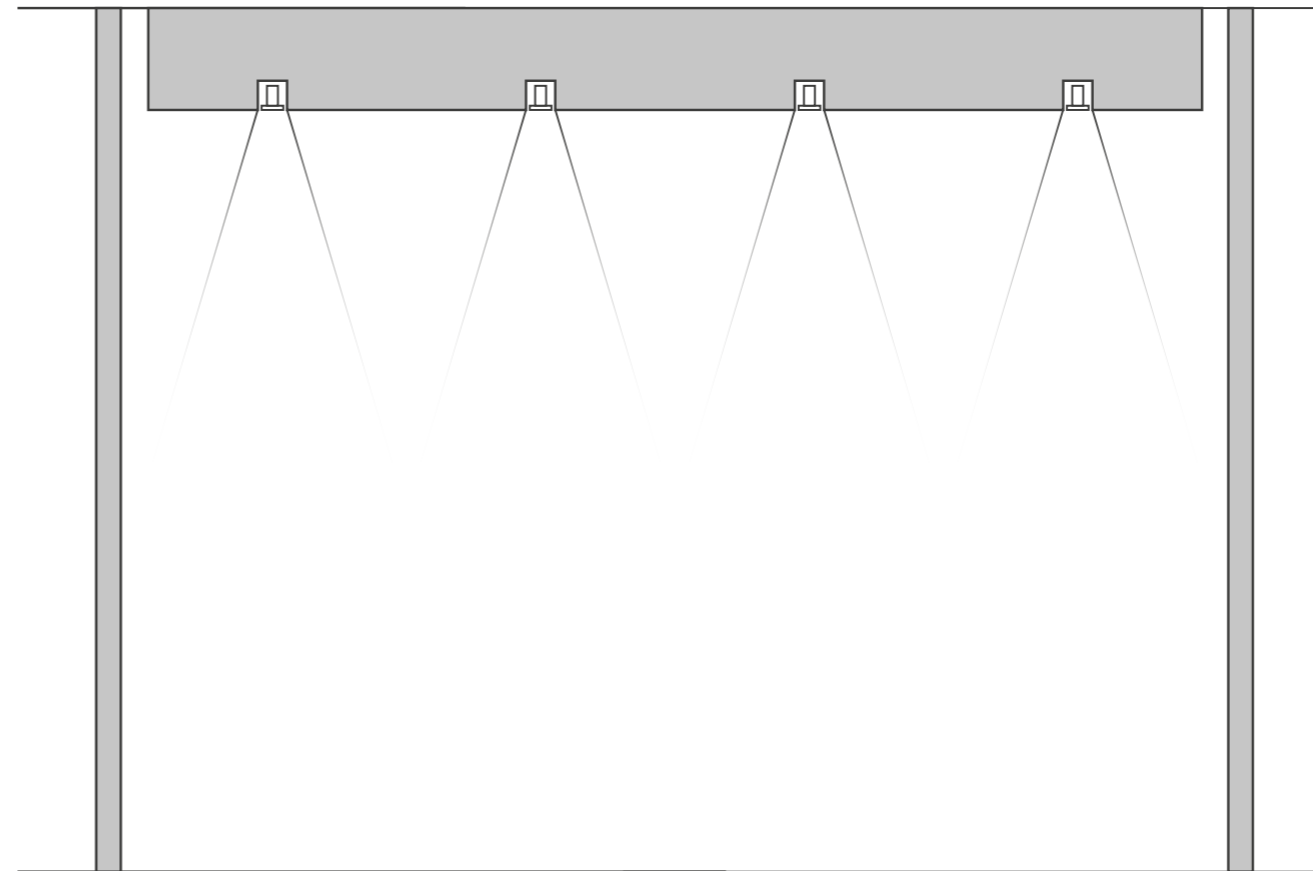
**Light source**  
LED

**Adjustment**  
Independent adjustment of each single lamp body

All materials used in a Sub-Surface classified retail units are to comply with S1086 Fire Safety Classification of Stations

#### Approvals

Please contact your allocated LU Project Manager



Single Recessed Gimbal



Twin Recessed Gimbal



Track Spot





### 3.1.4

#### Standard Kiosks Counter & Display Units



#### Principles

Everything must have a designated space

Consider how the product is to be displayed

Excessive loose display units are not permitted on the counter tops

Ensure loose displays do not block the entry to the kiosk

Where glazed units are being used framing should be minimal

Consider illumination within the units

Point of sale items must be integrated into overall design

#### Details

All cabling and wiring is to be concealed

All materials used in a Sub-Surface classified retail units are to comply with S1086 Fire Safety Classification of Stations

#### Approvals

Please contact your allocated LU Project Manager



## 3.1.4

Standard Kiosks  
Equality Act 2010



### Details

Glazing should have a permanent manifestation

The manifestations should be at two heights, between 850-1000mm and between 1400 - 1600mm from the ground

Doors that are left open during opening hours are required to have a colour contrasted edge

Any steps into the unit are to incorporate a colour contrast edge

Seek direction from TfL as early as possible to ensure the correct advice is sought

All materials must be LU compliant

All materials used in a Section 12 classified retail unit are to comply with section 12

### Approvals

Please contact your TfL retail delivery representative.

[approvals@tfl.co.uk](mailto:approvals@tfl.co.uk)





## Heritage Station

Overarching architectural principles have been developed to create consistency across the London Underground network to bring order, functionality and design to each station. While part of a large network each station type is to have its own identity.

As there are multiple design styles for Heritage stations a series of Flashcards have been developed that contain the colour scheme, materials and special features for each design type. These are to be used as a visual guide to understand each of the design types when doing any works to a station.

Please see 'Appendix 6' for further reading



## 4.2.1

Heritage Shops  
Flashcard Categories

For further information please  
see Appendix 6



### Central London Railway

Bond Street (Ticket hall, route ways and central platforms)  
Chancery Lane  
Holland Park  
Lancaster Gate  
Liverpool Street (Central platforms)  
Marble Arch (Platforms)  
Notting Hill Gate  
Oxford Circus  
Queensway  
Shepherd's Bush (Platforms)  
St. Paul's  
Tottenham Court Road (Excluding murals)

### Clarke (City Style)

Aldgate  
Baker Street  
Edgware Road  
Great Portland Street  
Farringdon (Ticket hall building)  
Paddington (Facade only)  
Willesden Green

### Clarke (Suburban Style)

Canons Park  
Croxley  
Kingsbury  
Northwick Park  
Northwood Hills  
Preston Road  
Stanmore  
Watford

### District Victorian

Barons Court  
Bayswater  
Ealing Broadway (District platforms and disused station exterior)  
Earls Court (Train Shed)  
East Putney  
Fulham Broadway (Train Shed)  
Gloucester Road (Ticket Hall & district Platforms)  
High Street Kensington (Platforms)  
Hounslow Central  
Kew Gardens  
North Ealing

Notting Hill Gate (District Platform)  
Parsons Green  
Paddington (District Platforms)  
Putney Bridge  
Ravenscourt Park  
Southfields  
South Kensington (Ticket hall & District Platforms)  
Stamford Brook  
Temple  
Turnham Green  
West Brompton  
West Kensington  
Wimbledon park

### Great Eastern

Barkingside  
Buckhurst Hill  
Chigwell  
Epping  
Fairlop  
Grange Hill  
Hainault (Platforms)  
Leyton  
Newbury Park (Platforms)  
Snaresbrook  
South Woodford  
Theydon Bois  
Woodford

### Great Northern

Finchley Central (Buildings)  
High Barnet  
Mill Hill East  
Totteridge & Whetstone  
Woodside Park  
West Finchley

### Great Western

East Acton  
Goldhawk Road  
Hammersmith (Hammersmith & Circle Line)  
Ladbroke Grove  
Latimer Road  
North Acton  
Royal Oak  
Royal Oak East Acton

Shepherd's Bush Market  
Westbourne Park

### Heaps (Early)

Kilburn Park  
Maida Vale  
Warwick Avenue

### Heaps (Later)

Brent Cross  
Brunt Oak  
Colindale  
Edgware  
Hendon Central

### Holden (Northern Style)

Balham  
Borough (Ticket Hall & Platforms)  
Clapham Common  
Clapham North  
Clapham South  
Colliers Wood  
Elephant & Castle (Northern Platforms)  
Kennington  
Morden  
Oval  
South Wimbledon  
St. James's Park (Platforms)  
Tooting Bec  
Tooting Broadway



## 4.2.1

### Heritage Shops Flashcard Categories

For further information please  
see Appendix 6



#### Holden (Piccadilly Style)

Acton Town  
Alperton  
Arnos Grove  
Boston Manor  
Bounds Green  
Chiswick Park  
Cockfosters  
Ealing Common  
Eastcote  
Harrow on the Hill  
Hounslow West  
Manor House  
Northfields  
Oakwood  
Osterley  
Park Royal  
Piccadilly Circus  
Rayners Lane  
Ruislip Manor  
Southgate  
South Harrow  
Sudbury Hill  
Sudbury Town  
Turnpike Lane  
Uxbridge  
Wood Green  
Queensbury

#### JLE Style

Bermondsey  
Canada Water  
Canary Wharf  
Canning Town  
London Bridge  
North Greenwich  
Southwark  
Stratford  
Waterloo  
West Ham  
Westminster

#### Late 1970's

Bond Street  
Hatton Cross

#### Leslie Green

Aldwych  
Archway (Platforms)  
Arsenal  
Baker Street (Ticket halls, passageways, intermediate  
concourses & bakerloo platforms)  
Belsize Park  
Caledonian Road  
Camden Town  
Chalk Farm  
Covent Garden  
Earls Court (Piccadilly platforms & eastern facade)  
Edgware Road  
Elephant & Castle (Bakerloo ticket hall & platforms)  
Euston  
Gloucester Road (Surface buildings & piccadilly platforms)  
Golders Green  
Goodge Street  
Hampstead  
Holloway Road  
Hyde Park Corner (Piccadilly platforms)  
Kentish Town  
Lambeth North  
Marylebone (Platforms)  
Mornington Crescent  
Paddington (Bakerloo platforms)  
Regent's Park  
Russell Square  
South Kensington (Piccadilly platforms, lower access  
passageways & surface buildings)  
Tufnell Park  
Warren Street (Northern line platforms)

#### London Midland Scottish Railway (Upminster)

Becontree  
Dagenham East  
Dagenham Heathway  
Elm Park  
Hornchurch  
South Kenton  
Upminster Bridge  
Upney

#### Metropolitan Victorian

Amersham  
Chalfont & Latimer

Chesham  
Chorleywood  
Neasden  
Pinner  
Rickmansworth (Following 1980's reconstruction)  
Ruislip

#### New Works Pre WWII

Bethnal Green  
Gants Hill Post WW I  
Greenford  
Hanger lane  
Leytonstone  
Mile End  
Perivale  
Redbridge  
Wanstead  
West Acton  
White City

#### New Works Post WWII

Aldgate East  
Chancery Lane (Entrances)  
Dollis Hill  
East Finchley  
Finchley Road  
Highgate  
High Street Kensington (Ticket hall)  
Kilburn  
Leicester Square (Ticket hall & entrances)  
Loughton  
St. John's Wood  
Swiss Cottage  
West Hampstead



## 4.2.1

Heritage Shops  
Flashcard Categories

For further information please  
see Appendix 6



### Victoria Line Style

Blackhorse Road  
Brixton  
Euston (All except Charing Cross branch platforms)  
Finsbury Park  
Green Park (Victoria Platforms)  
Highbury & Islington  
Kings Cross St. Pancras (Victoria Platforms)  
Moor Park  
Oxford Circus (Victoria Platforms)  
Pimlico  
Seven Sisters  
Stockwell  
Tottenham Hale  
Walthamstow Central  
Vauxhall  
Victoria  
Warren Street (Ticket hall, Touteways & Victoria platforms)

### Whitechapel and Bow, LTSR & LNWR

Bow Road  
East Ham  
Kensal Green  
Kenton  
Harlesden  
Harrow & Wealdstone  
North Wembley  
Plaistow  
Queen's Park (Train Shed Only)  
Stepney Green  
Stonebridge Park  
Upton Park  
Willesden Junction (Partial)



# 4.2.1

Heritage Shops  
Click on the retail types to access  
the relevant section of the guide



## 4.2.1 Shops

### Shopfront

Principles  
Doors & Openings  
Glazing Skirting

### Signage

Primary Signage  
Additional Branding  
Merchandising  
Blade Signage

### Hoarding

Principles

### Entry Zone

Demise Line  
Ceiling  
Lighting  
Flank Walls

### Interiors

Flooring  
Ceiling & Services  
The Four Layers

## 4.2.2 Catering

### Shopfront

Principles  
Doors & Openings  
Glazing Skirting

### Signage

Primary Signage  
Additional Branding  
Merchandising  
Blade Signage

### Hoarding

Principles

### Entry Zone

Demise Line  
Ceiling  
Lighting  
Flank Walls  
Shopfront Display  
Canopies

### Interiors

Flooring  
Ceiling & Services  
Interior Elements  
Furniture  
Seating Zone  
Product Display  
The Four Layers

## 4.2.3 Pop-up Shops

### Signage

Primary Signage  
Additional Branding  
Blade Signage

### Hoarding

Principles

### Entry Zone

Lighting  
Flank Walls

### Interiors

Flooring  
Ceiling & Services  
Interior Elements  
Furniture  
Seating Zone  
Product Display  
The Four Layers

## 4.2.4 Kiosks

### Shopfront

Security & Roller Shutter

### Signage

Primary Signage  
Secondary Signage  
Brand Messaging  
Window Display

### Interiors

Ceiling & Services  
Lighting  
Counter & Display Units





## Shops

This section looks at non-catering shops defining the design principles that will guide retailers to designing and implementing store fit outs that align with the vision for TfL retail.





## 4.2.1

Heritage Shops  
Generic unit



### Elements to consider

- 01 Glazing
- 02 Station architecture
- 03 Ceiling
- 04 Branded Flank Walls
- 05 Shopfront framework
- 06 Primary Signage
- 07 Doors



# 4.2.1

Heritage Shops  
Large unit



### Elements to consider

- 01 Glazing
- 02 Flooring
- 03 Ceiling
- 04 Branded Flank Walls
- 05 Shop First Metre
- 06 Primary Signage
- 07 Doors



# 4.2.1

Heritage Shops  
Medium unit



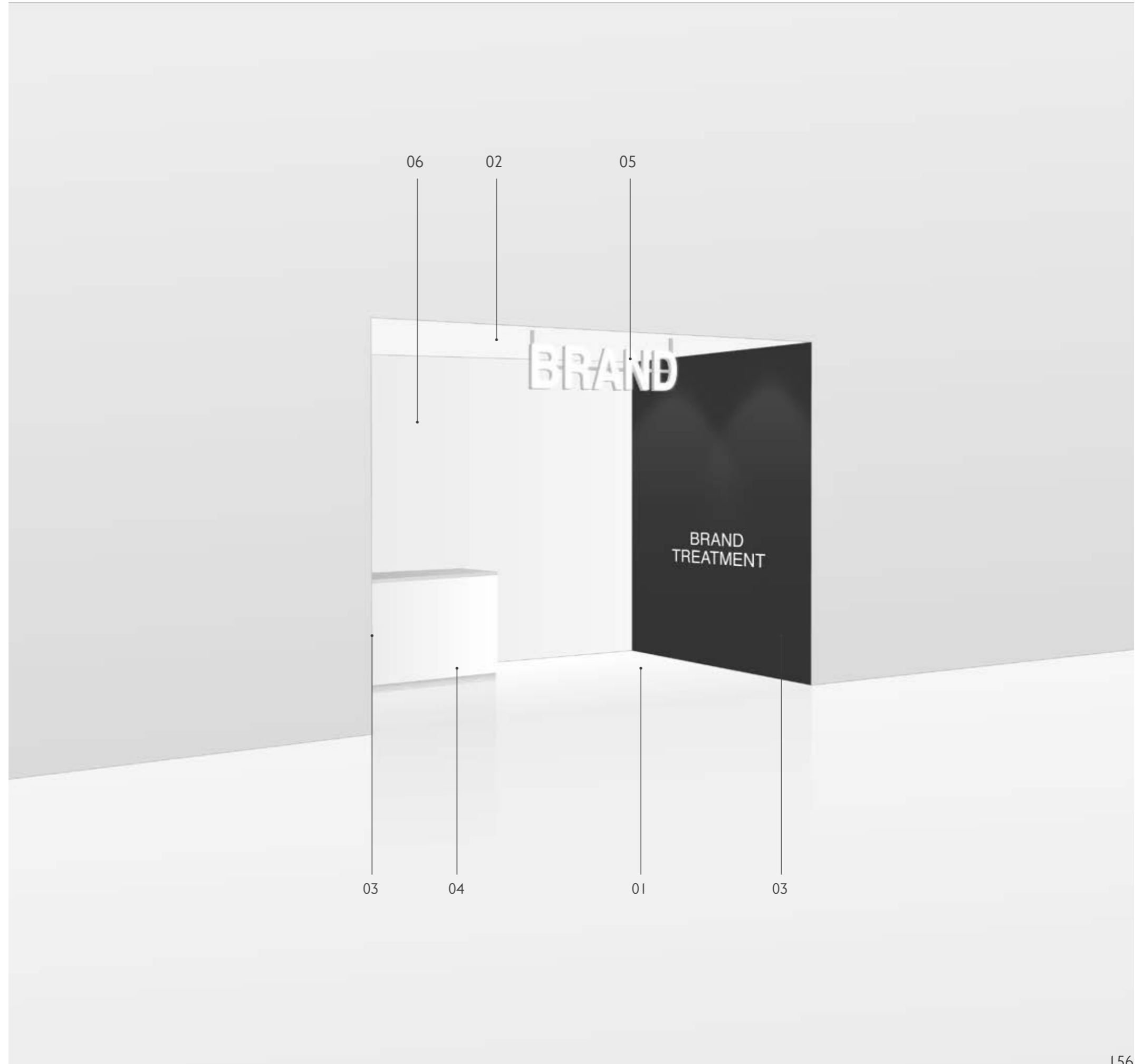
### Elements to consider

- 01 Glazing
- 02 Flooring
- 03 Ceiling
- 04 Branded Flank Walls
- 05 Shop First Metre
- 06 Primary Signage
- 07 Doors



## 4.2.1

Heritage Shops  
Small unit



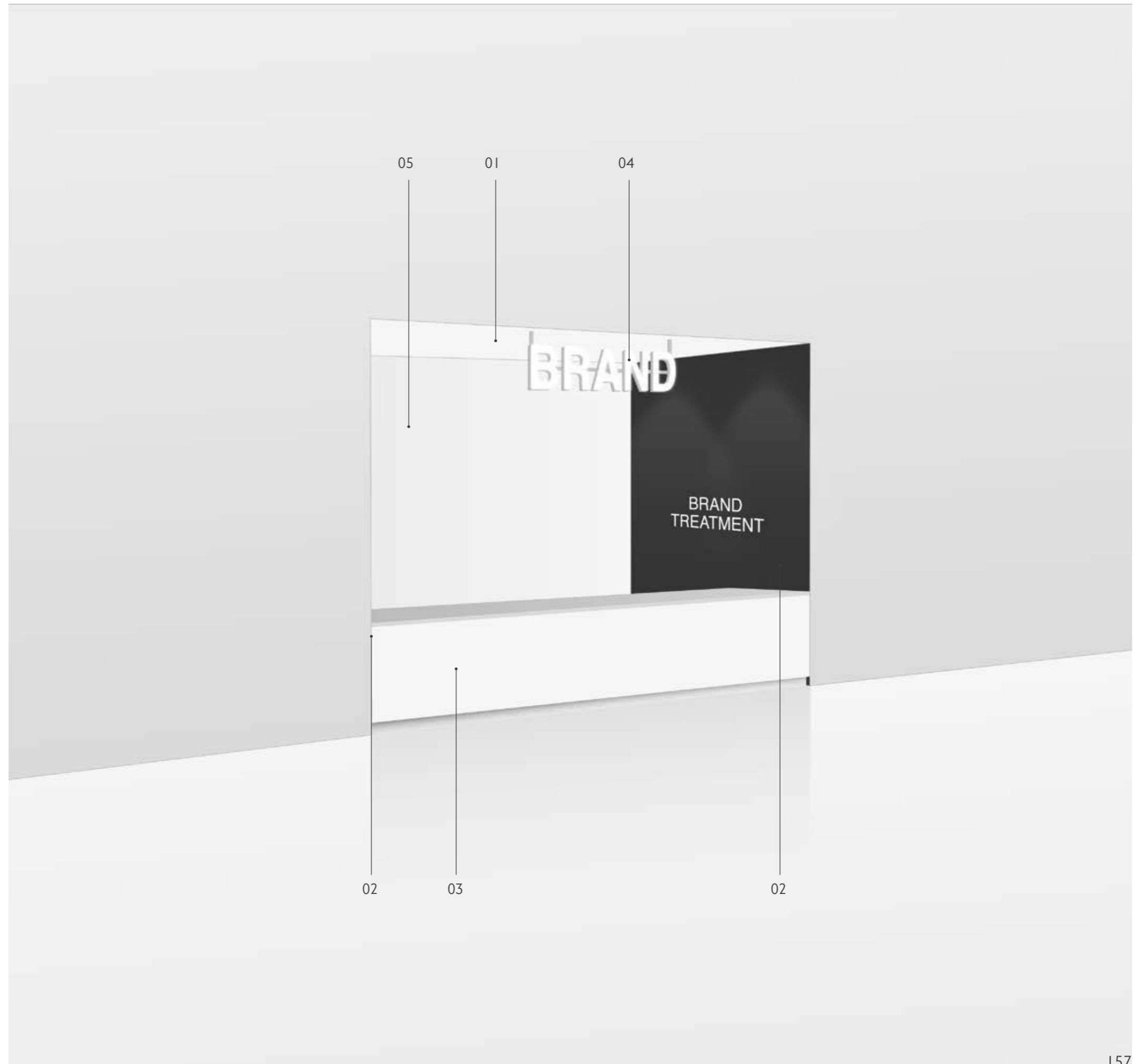
### Elements to consider

- 01 Flooring
- 02 Ceiling
- 03 Branded Flank Walls
- 04 Counter / Display
- 05 Primary Signage
- 06 Back wall treatment



## 4.2.1

Heritage Shops  
Over counter unit



### Elements to consider

- 01 Ceiling
- 02 Branded Flank Walls
- 03 Counter / Display
- 04 Primary Signage
- 05 Back wall treatment



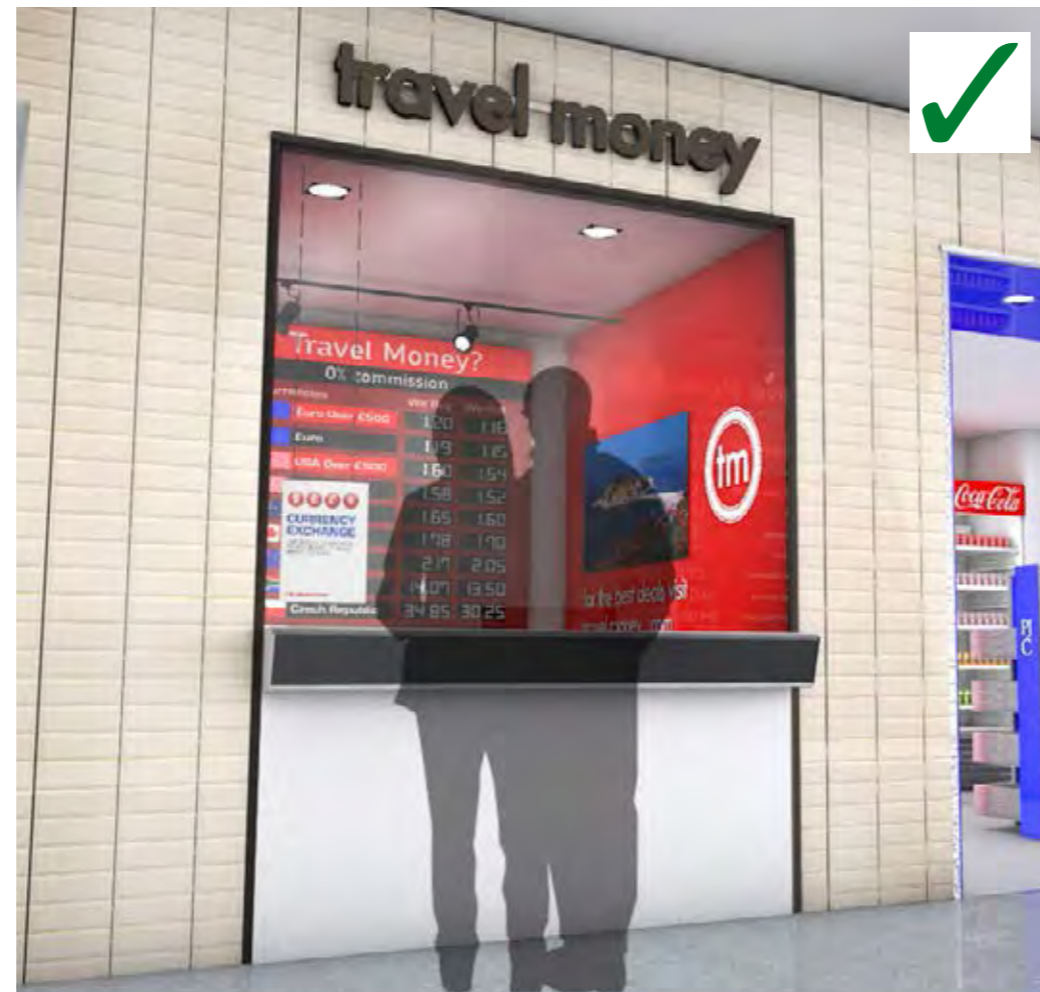
# 4.2.1

Heritage Shops  
Poor Examples



# 4.2.1

Heritage Shops  
Good Examples





## Shopfront

Clear and open shopfront that bring the retail fitout to the forefront of the station will be achieved with the use of clear glazed door systems.





## 4.2.1

Heritage Shops  
Upgrading existing shopfront



Your allocated LU Project Manager will define whether the existing shopfront can be retained or upgraded

### Principles

To upgrade the existing shopfront to align with design standards on previous pages as much as possible

### Details

Minimum requirements of a shopfront is to include;

Deep clean of entire shopfront including glazing

Where existing bronze framework make good and return to original state

Where standard framework is used make good and respray

Where suitable, clad over unnesesary details to create streamless and clean shopfront, particularly to cover boxed roller shutter units. All proposed cladding is to be discussed with your LU Project Manager

Where applicable, existing roller shutter to be made good and sprayed out to match RAL colour 7022

New signage is required to align with the signage section of this document

### Approvals

Please contact your allocated LU Project Manager



## 4.2.1

Heritage Shops  
Preference 01  
Concertina Doors



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Fully open shopfront

Clear views into store

If site conditions permit, when fully open, concertina doors to be concealed from view

Minimal framing

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

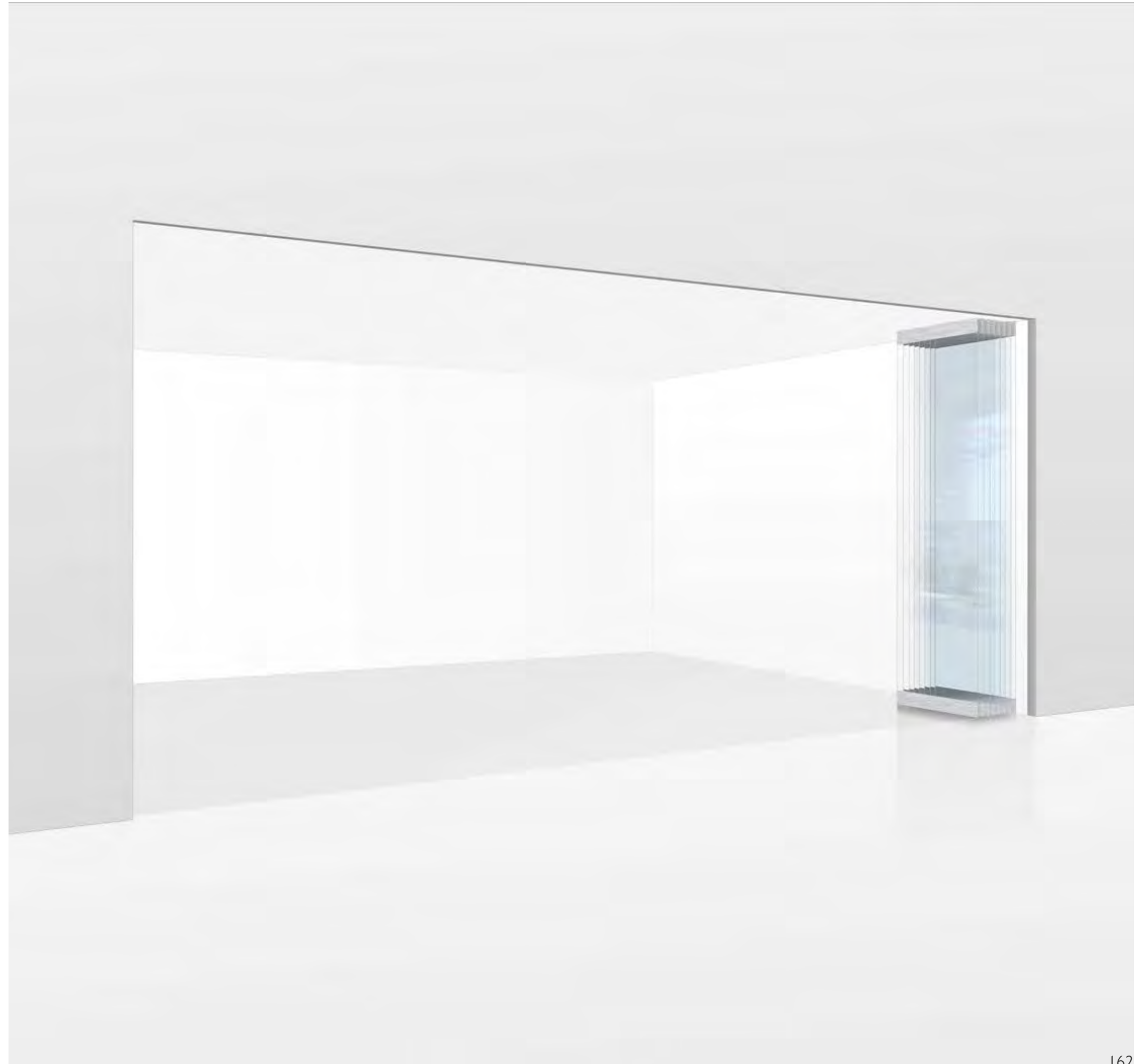
All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Materials

All shopfront details to be finished in bronze. Specifications to be reviewed and approved by your LU Project Manager.

### Approvals

Please contact your allocated LU Project Manager



## 4.2.1

Heritage Shops  
Preference 02  
Single Sliding Door



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Full height frameless glazing

Contemporary door system with minimal framing

Clear views into store

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Materials

All shopfront details to be finished in bronze. Specifications to be reviewed and approved by your LU Project Manager.

### Approvals

Please contact your allocated LU Project Manager



## 4.2.1

Heritage Shops  
Preference 02  
Double Sliding Doors



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Full height frameless glazing

Contemporary door system with minimal framing

Clear views into store

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

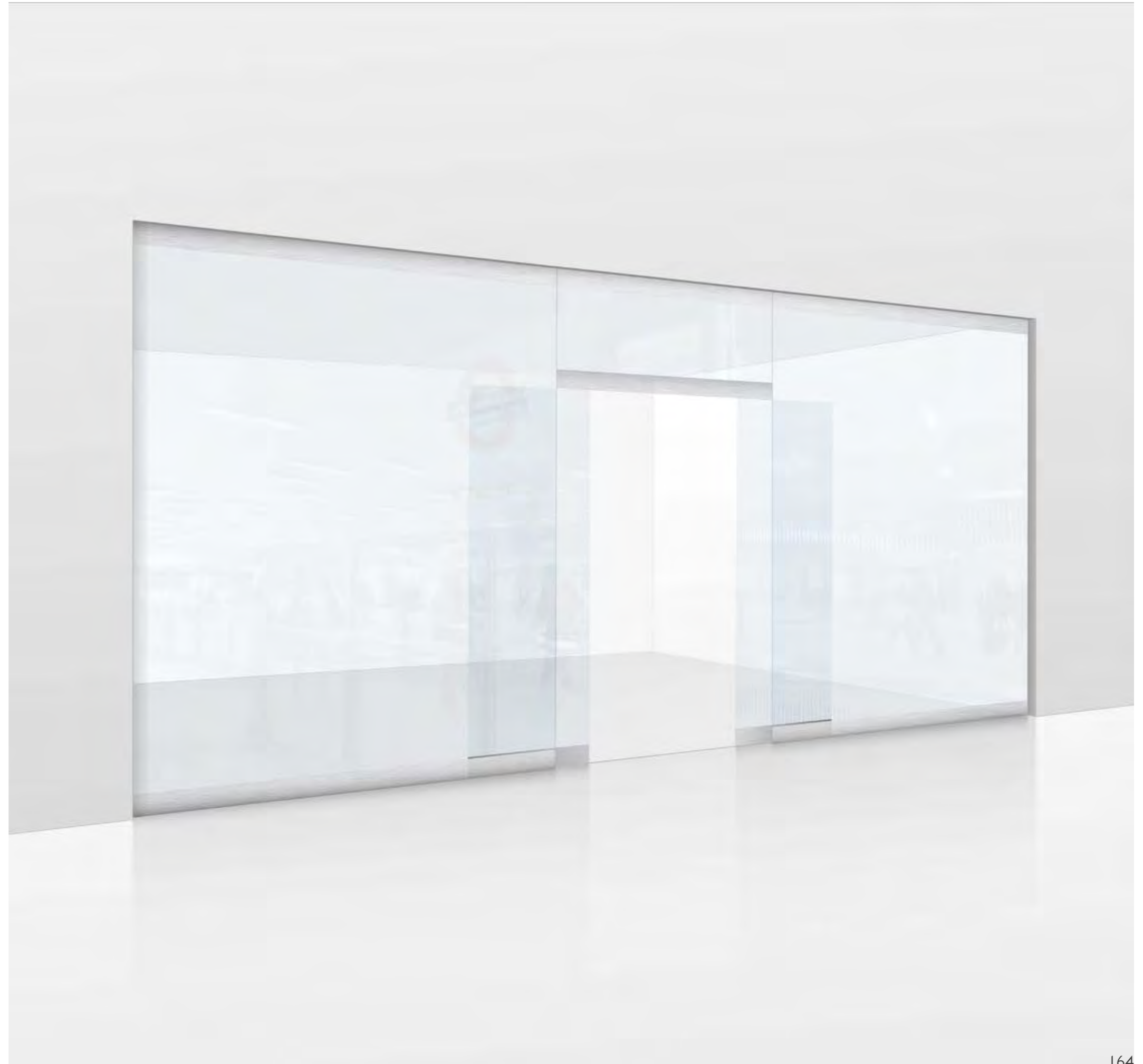
All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Materials

All shopfront details to be finished in bronze. Specifications to be reviewed and approved by your LU Project Manager.

### Approvals

Please contact your allocated LU Project Manager



## 4.2.1

Heritage Shops  
Preference 03  
Single Swing Door



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Full height frameless glazing

Fittings to be in keeping with style of station

Consistency of door handle

Clear views into store

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Materials

All shopfront details to be finished in bronze. Specifications to be reviewed and approved by your LU Project Manager.

### Approvals

Please contact your allocated LU Project Manager



## 4.2.1

Heritage Shops  
Preference 03  
Double Swing Doors



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Full height frameless glazing

Fittings to be in keeping with style of station

Consistency of door handle

Clear views into store

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

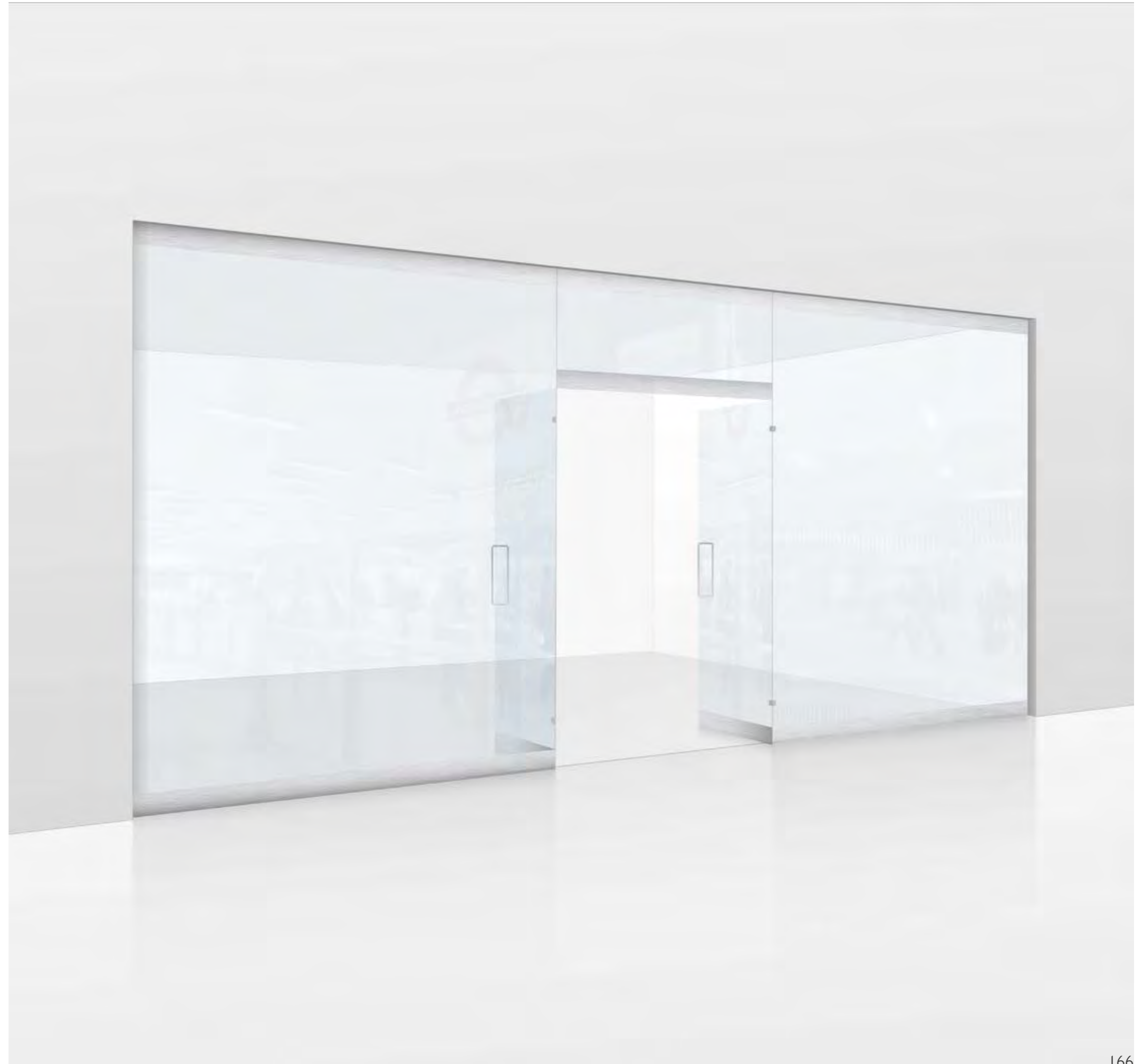
All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Materials

All shopfront details to be finished in bronze. Specifications to be reviewed and approved by your LU Project Manager.

### Approvals

Please contact your allocated LU Project Manager



## 4.2.1

Heritage Shops  
Preference 04  
Roller Shutter



### Principles

Consistency across shopfronts  
Contemporary shutter design

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

New and existing roller shutters to be sprayed out to match RAL colour 7022

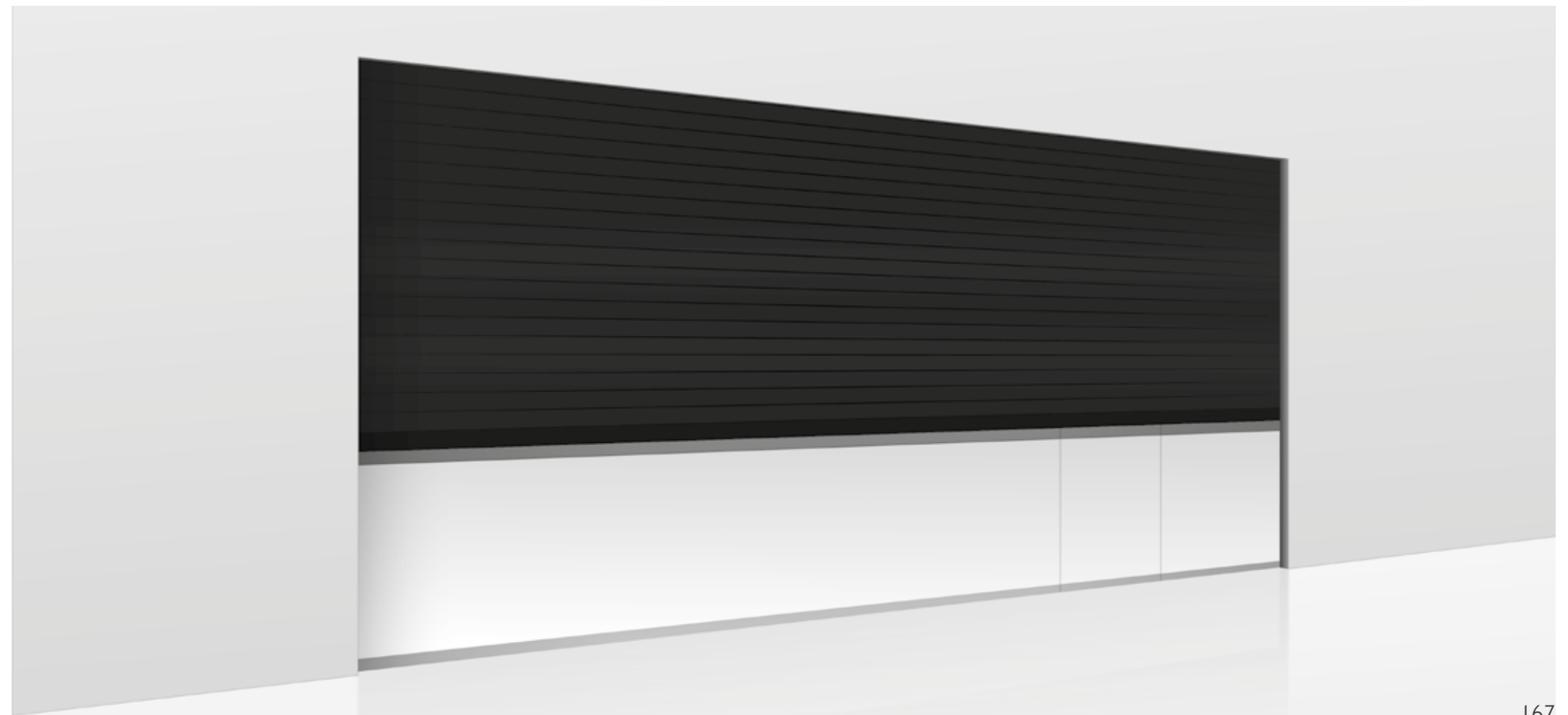
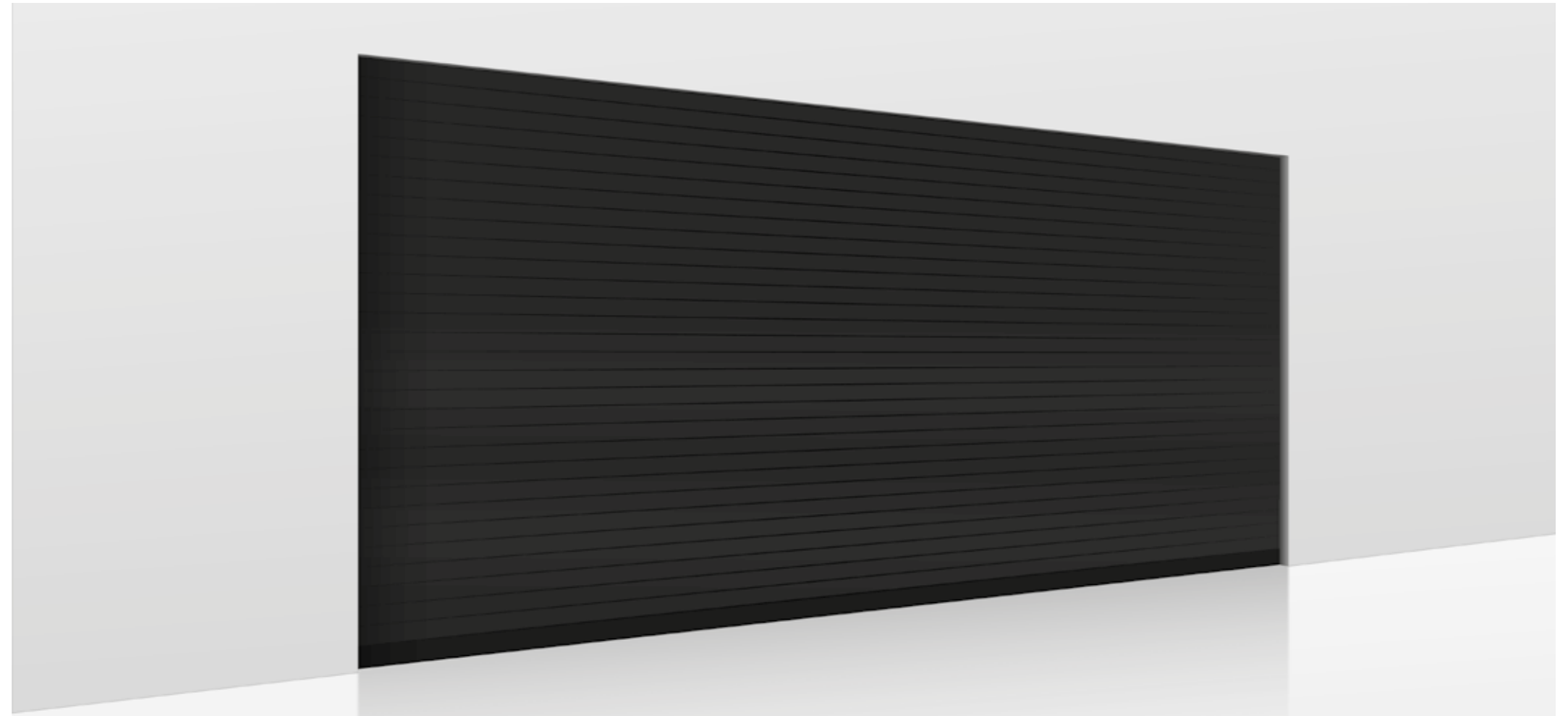
If existing roller shutter is original and in good condition this should be retained. Please confirm with your LU Project Manager

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.2.1

Heritage Shops  
Glazing Skirting



### Details

Skirting requirements to dependant on site conditions.

TfL to advise if skirting is required

All materials must be LU compliant

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Skirting Specification

#### Fixing

Site Specific

#### Dimensions

150mm high

#### Finish

Bronze

If skirting in station varies from specification, your LU Project Manager is to advise on details

### Approvals

Please contact your allocated LU Project Manager







## Signage

A Signage design with clean lines and a bronzed finish ties in with the traditional design of the heritage style station across the network.

Your appointed LU Project Manager to advise on which signage specification you are to implement on site.

## 4.2.1

Heritage Shops  
Preference 01  
Fixed to Bar



### Selection of signage type

Signage type is dependant on site conditions

TfL to define required signage type for station

### Details

Letter height and width to be determined dependant on site conditions

Ensure amp source is always hidden from view

Ensure no visible spotting or stripping on any diffuse surface

### Specification

#### Application

Individual letters fixed to box section

#### Size

Site specific with return of 40mm

#### Material

Anodised bronze metal

#### Finish

Preference 1

Black Florentine & Waxed on Brass

Preference 2

Polyester powdercoated finish to signage and bar. Finished to be Inver 65656 PE/P/HD FTX MIC

Your allocated LU Project Manager will advise which material finish option is suitable for your retail unit

### Approvals

Please contact your allocated LU Project Manager



## 4.2.1

Heritage Shops  
Preference 02  
Trapeze



### Selection of signage system

Signage type is dependant on site conditions

TfL to define required signage type for station

### Details

Letter height and width to be determined dependant on site conditions

Brands are able to use their brand marque unless otherwise specified by your LU Project Manager

### Specification

#### Application

Individual letters fixed to trapeze  
Suspended behind glazed shopfront where applicable

#### Size

Site specific with return of 40mm

#### Material

Anodised bronze metal

#### Finish

Preference 1

Black Florentine & Waxed on Brass

Preference 2

Polyester powdercoated finish to signage and bar. Finished to be Inver 65656 PE/P/HD FTX MIC

Your allocated LU Project Manager will advise which material finish option is suitable for your retail unit

### Approvals

Please contact your allocated LU Project Manager



## 4.2.1

Heritage Shops  
Preference 03  
Handpainted Panel



### Selection of signage system

Signage type is dependant on site conditions

TfL to define required signage type for station

### Details

Letter height and width to be determined dependant on site conditions

Brands are able to use their brand marque unless otherwise specified by your LU Project Manager

### Specification

#### Application

Panel fixed directly to retail unit shopfront fascia. Location to be determined by your LU Project Manager

Signage to be centred on retail shopfront fascia

#### Size

Site specific

#### Material

30mm timber with beading detail

#### Finish

Signage to be handpainted onto directly to signage panel

### Approvals

Please contact your allocated LU Project Manager



## 4.2.1

Heritage Shops  
Additional branding  
to Shopfront



### Principles

Additional branding on the shopfront must be creative and reflect the brand

Additional branding must retain views into the store

### Details

Additional branding on the shopfront must not exceed 25% coverage

Additional branding must be applied to the inside face of the shopfront

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.2.1

Heritage Shops  
Additional branding  
Glazing Manifestations



### Principles

Glazing manifestation to be used if back of store furniture, racking systems or equipment is visible through glazing

### Details

Half height window manifestation to be used if back of low store furniture or equipment is visible through glazing

Full height window manifestation to be used if back of high level racking system is visible through glazing

Branded graphic to be printed to vinyl and applied to the inner face of glazing

Artwork to be approved by your LU Project Manager

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



Half height glazing manifestation



Full height glazing manifestation



## 4.2.1

### Heritage Shops Additional Advertising



#### Principles

The number of additional advertising posters to be limited

All advertising should be housed within clip frames or use a POS cable display system

Advertising can only be displays on the left and right internal flank walls if retail unit allows. If retail unit has glazed flank walls advertising can be displayed behind the glazing, with the use of a POS cable display system

Advertising is not permitted on the shopfront and should be only be displayed within retail unit

Posters to be hung at eye level

#### Details

Posters to be housed within high quality frames or hung using high quality wire suspension system

Posters are to be set 150mm back from shopfront glazing

Posters are not to be stuck directly to walls, joinery or shopfront

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



## 4.2.1

Heritage Shops  
Merchandising



### Product display principles

Limit the product offer to suit the size of unit

Similar product types to be grouped together

Products not to be overstocked to ensure the customer can clearly see product selection

Product to be separated from advertising to ensure customer can clearly see product selection

Use lighting to help highlight the product displays

All product to be housed in purpose built displays to give clear vision and callout. Size of product displays to depend on retail unit size

All product displays should be contained within unit and not approach on the station demise

Free standing product display stands and refrigeration chillers to be considered and incorporated into the design of the retail unit. In most cases display stands and refrigeration chillers should occupy the rear wall of retail unit. Displays are not permitted at the entrance of retail unit.

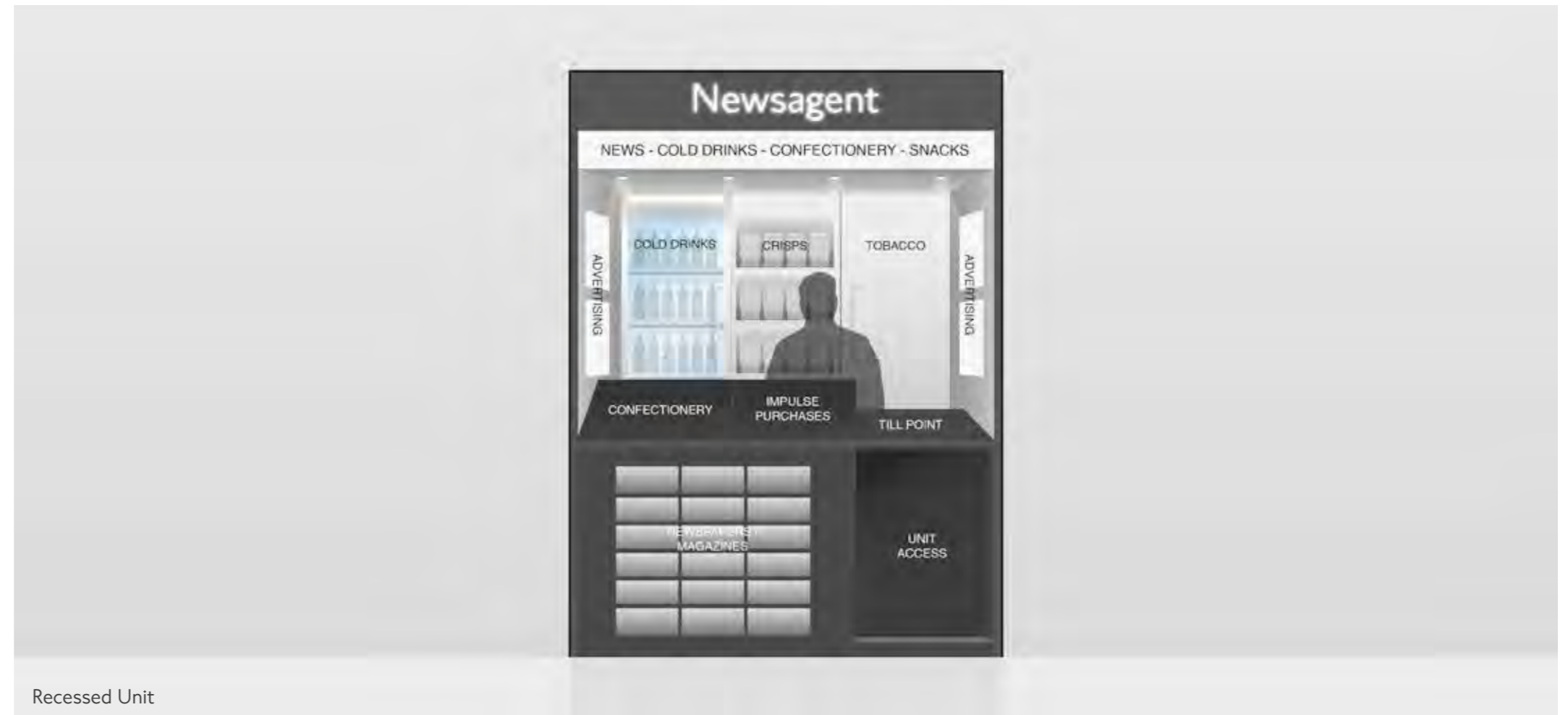
Newspapers and magazines to be displayed on front face of counter in purpose built displays.

Free standing display units are not permitted

Counter cladding to be of a high quality finish e.g. Stone, Tile, Timber or Metal

### Approvals

Please contact your allocated LU Project Manager



Recessed Unit



Non-recessed Unit





## 4.2.1



Heritage Shops  
Blade Signage

### Design of blade sign

The use of blade signs is dependant on site conditions

TfL to define if blade signs are suitable and if so TfL to define blade sign type

The design of blade sign will be dependant on the Heritage station. Your LU project manager will advise on the requirements of your blade sign

### Specification High Ceiling

#### Application

Framework to be fixed to landlord plaster. TfL to approve fixing method

#### Size

To be determined by LU Project Manager

#### Material

Anodised bronze metal

#### Finish

Preference 1

Black Florentine & Waxed on Brass

Preference 2

Polyester powdercoated finish to signage and bar. Finished to be Inver 65656 PE/P/HD FTX MIC

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Graphic Panel

Branding to be centred on panel

### Approvals

Please contact your allocated LU Project Manager





## Hoarding

Retailers are encouraged to create bold statements on their hoarding designs that reflect the brand.

Attract the customers attention and take the opportunity to identify store opening dates.



## 4.2.1

Heritage Shops  
Hoarding Graphics



Applied to glazing

### Principles

- Reflect your brand identity
- Attract the attention of the customer
- Identify store opening dates

### Details

- TfL to approve hoarding graphic design prior to installation
- TfL to specify whether graphic to be applied to glazing or hoarding structure
- All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

- Please contact your allocated LU Project Manager



Applied to hoarding



## Entry Zone

The first metre of all retail units is a controlled zone in order to maintain the quality of the retail presentation. Quality finishes and a controlled branding zone creates framework for retailers to inject their brand identity.

## 4.2.1

Heritage Shops  
Demise Line



### Principles

To create a clean detail between TfL and retailer unit floor finishes

Retailer floor finish to be level with TfL floor finish

### Details

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Specification

Where required.

### Materials

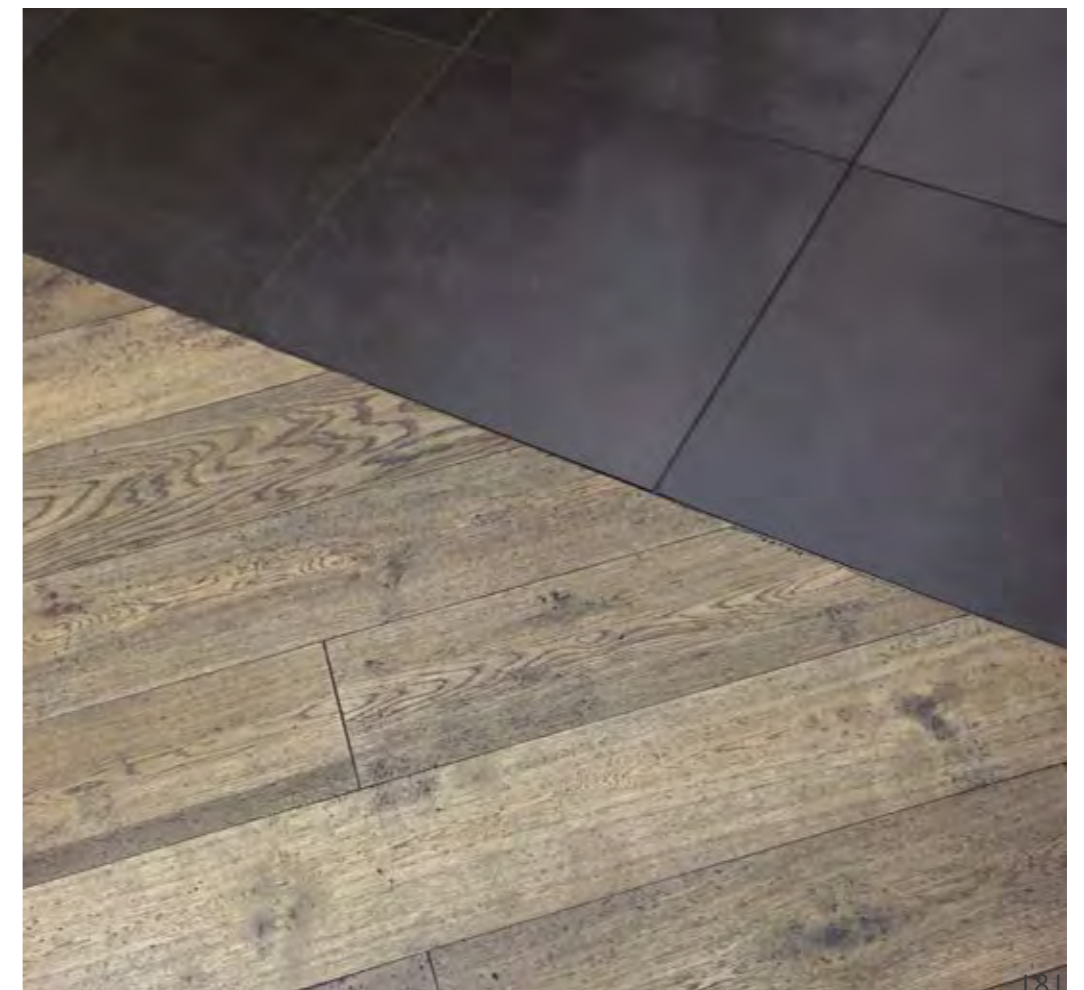
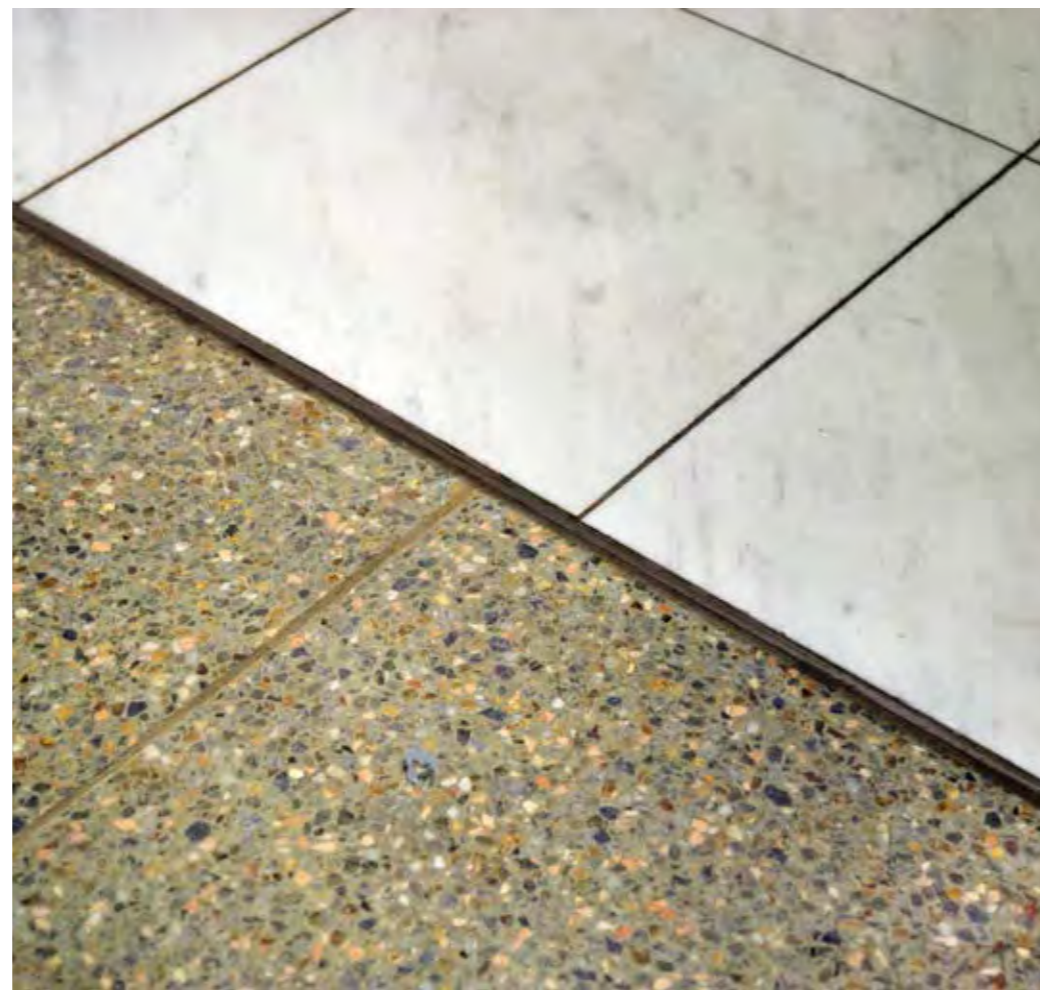
L angle inlay strip

### Finish

bronzed metal

### Approvals

Please contact your allocated LU Project Manager



# 4.2.1



## Heritage Shops Ceiling

### Principles

TfL to control ceiling finish within first metre of shop

To provide a consistent and high quality ceiling finish

### Details

Standard ceiling tiles and egg crate ceilings are not permitted

### Specification

#### Extent

Shop depth over 3m: Plaster ceiling finish to the first metre of the shop

Shop depth less than 3m: Plaster ceiling finish throughout shop or provide a creative ceiling design to be approved by TfL

Ceiling depth is dependant on site constraints. TfL to provide guidance and approvals

The above is minimum requirements. If a creative ceiling solution is proposed, approval is at the discretion of your LU Project Manager

#### Materials

Plasterboard equivalent to be LU compliant

#### Finish

Pure Brilliant White paint finish

### Ceiling Examples

01 Set back bulk head

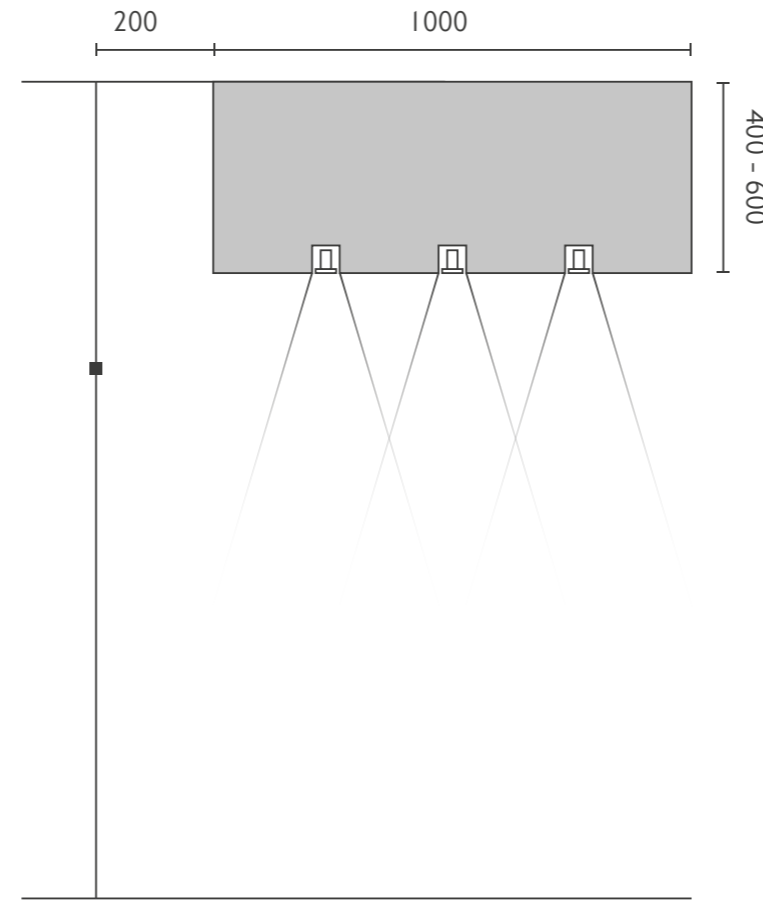
02 Bulkhead behind fascia

03 & 04 Flush ceiling treatment due to height restriction

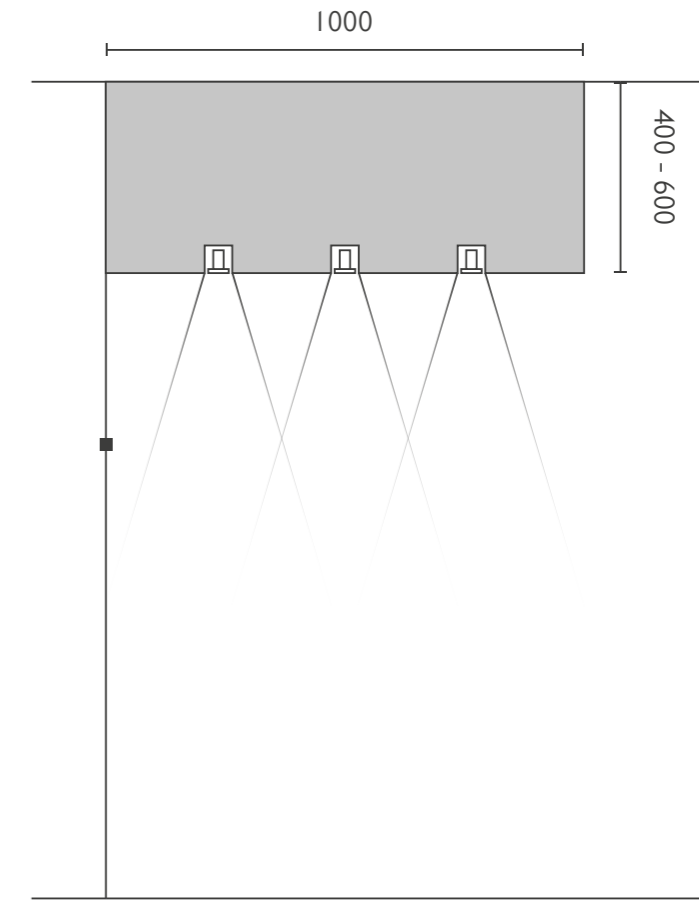
### Approvals

Please contact your allocated LU Project Manager

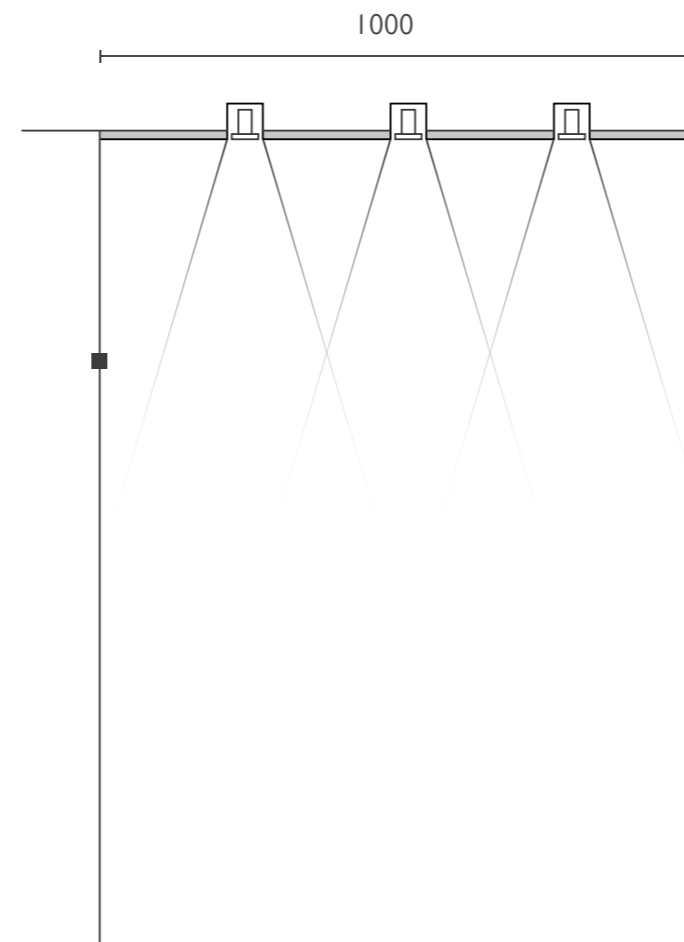
01



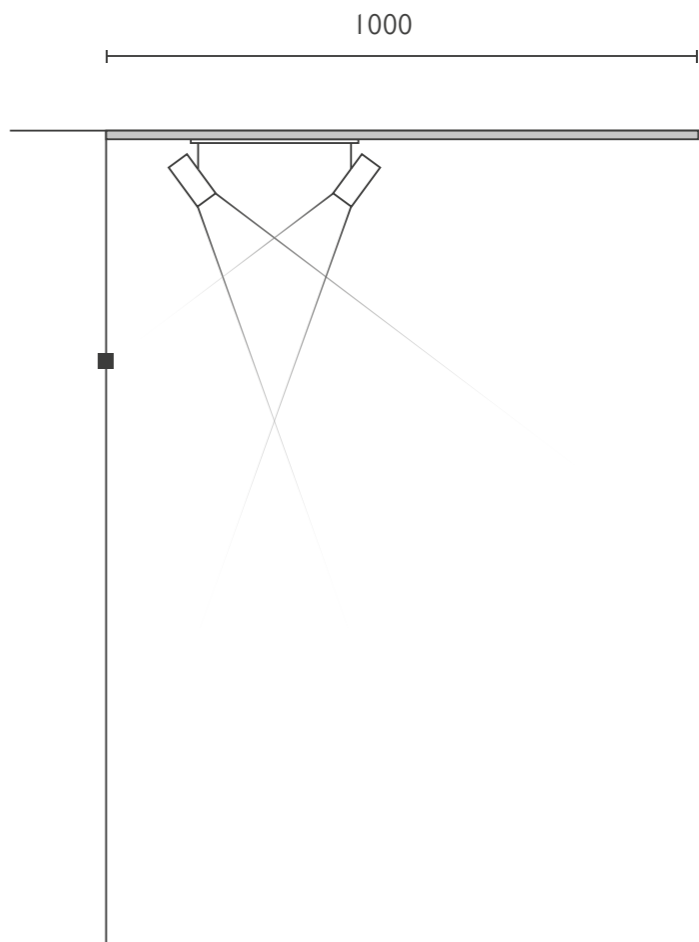
02



03



04



## 4.2.1

### Heritage Shops Lighting Principles



#### Principles

The lighting of the store front is a key element in enforcing the brand identity and in creating an interesting and inviting shop front that will draw customers into the store.

While it is important not to place any unnecessary restrictions on these areas so that the use of creative and interesting displays is not discouraged it is key that any lighting within these zones be carefully controlled so as not to create any light pollution into the station itself.

While some spill light into the station is inevitable this should always be designed so that the additive light never exceeds 150lx within a one-meter zone around the stores boundary.

#### Details

To ensure that all shop front lighting within the station environment is consistent and works with the aesthetic the following should be applied:

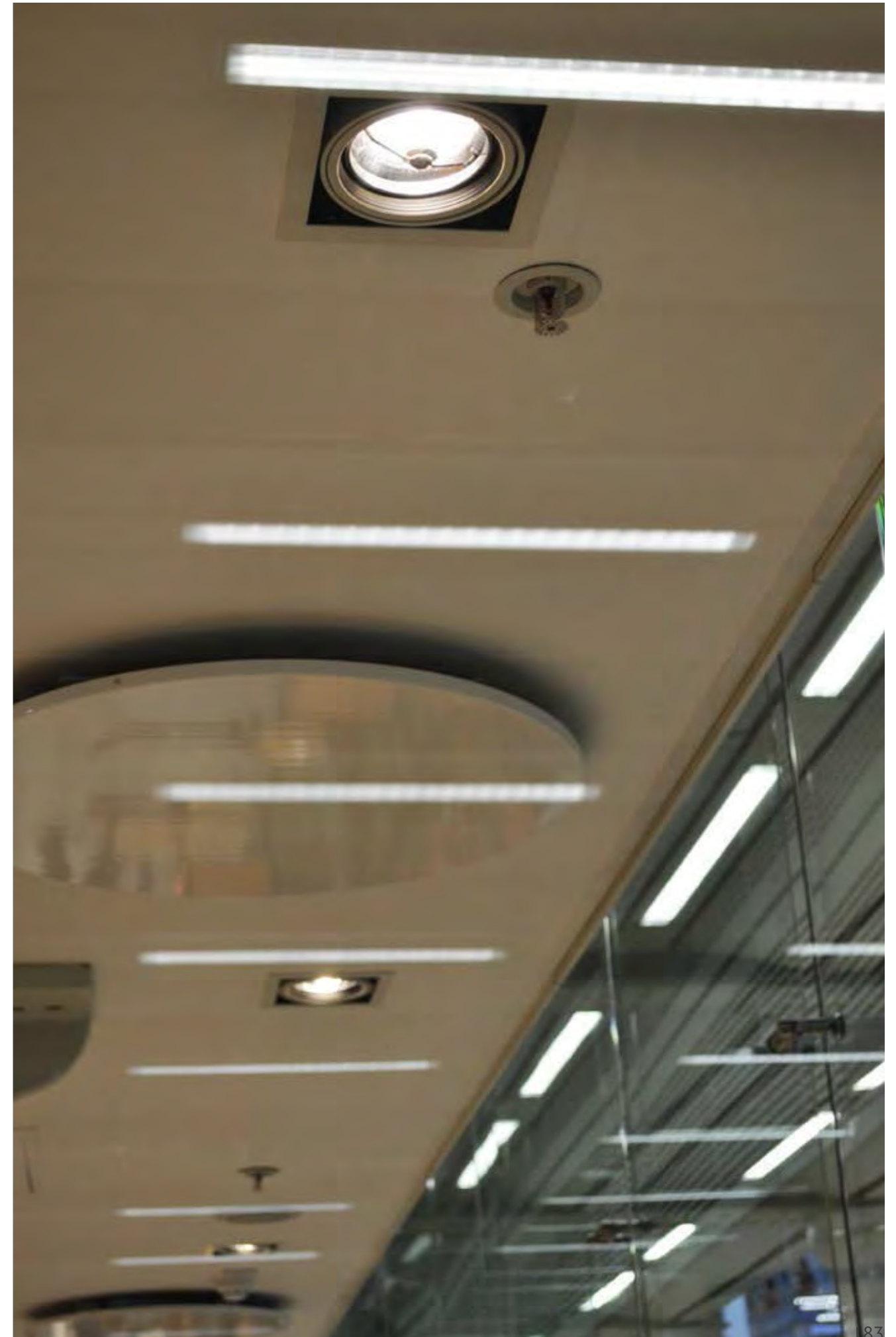
All luminaires should be aimed into the store and displays to prevent any issues with glare any reduce any spill light into the station.

All display lighting as well as any lighting within the first metre of the store should be controlled separately to the rest of the store and should be left illuminated all the while the station is operational.

All lighting should have a colour temperature of 3000K unless being used for illuminated signage or within back illuminated displays, which should have a temperature of 4000K.

Decorative luminaires and lighting installations are encouraged however at no point should strobe, spinning or fast chase effects be used

All lights sources and lamps should be shielded from view at all times for both in direct and indirect lighting applications.



## 4.2.1

Heritage Shops  
Lighting Technical



### Principles

All equipment supplied shall comply with the relevant local norms, and be capable of installation in accordance with the manufacturers' instructions.

The lighting installation shall be designed to utilise luminaires selected from manufacturers' standard ranges. Special and variant luminaires must be approved by the Landlord.

Where gear or transformers are installed remotely care should be taken to ensure that they are easily accessible for maintenance. High frequency electronic control gear shall be employed as standard to eliminate stroboscopic effects, improve lamp life and maximise energy efficiency.

Lamp luminaire combinations shall be selected to conform to the Part L requirements.

LED technology shall be given preference and used wherever appropriate.

Illuminance levels on merchandise are to achieve an average of 1000 Lux to a maximum of 1500 Lux.

**All light sources will meet the following criteria:**

Colour Rendering Index of >85

Colour temperature of 3000K

### Details

While LED technology shall be given preference this will not be suitable for all applications.

The latest LED technology has a typical maximum lumen output of 5000 lumens and does still not compete (or compare) with high-powered ceramic metal halide lamp sources above 50W. With this in mind there may also be opportunities for using such technologies, however consideration should be given to 'warm-up and re-strike' times as such lamps are not 'instant on' and are extremely difficult to dim.

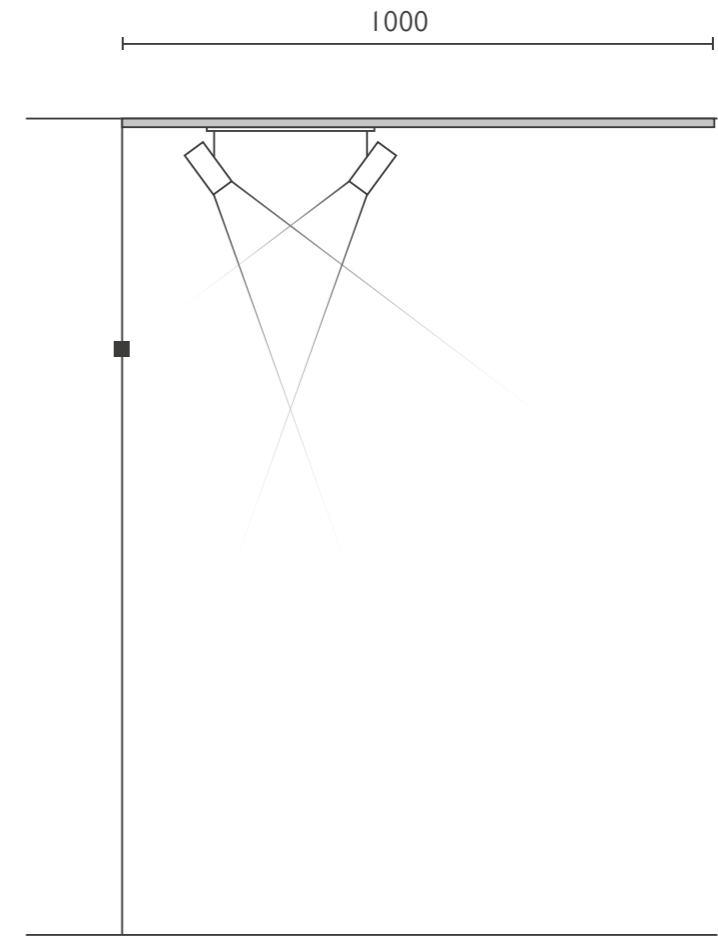
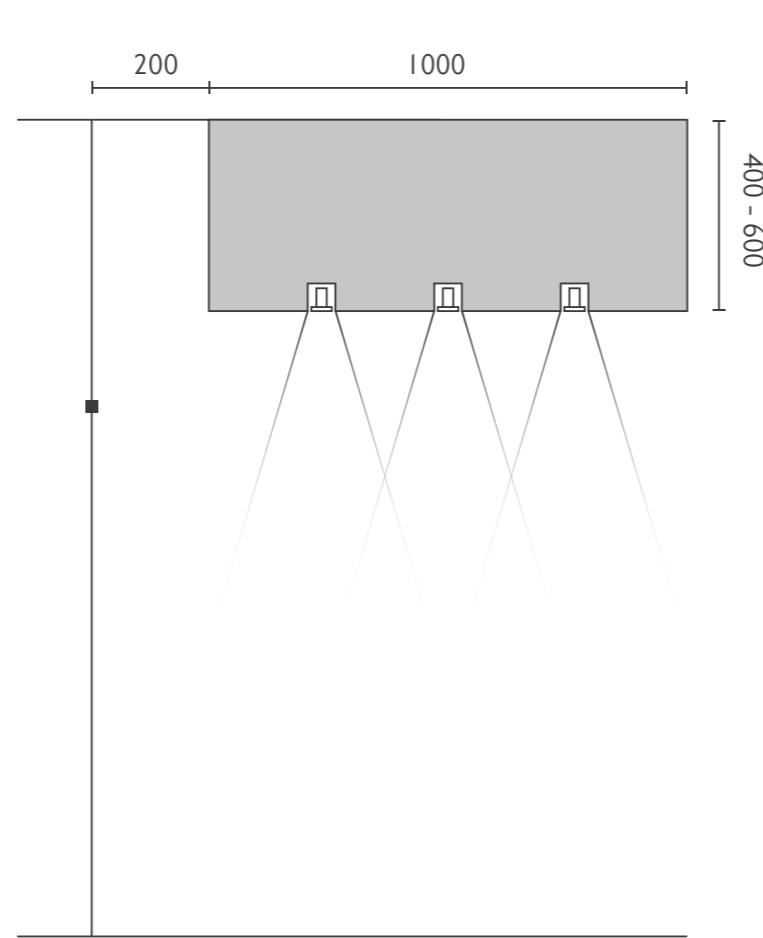
In addition to this both linear and spotlight LED chips are inherently 'directional' sources so in instances where a softer quality of illumination is required, fluorescent technology may be more appropriate.





# 4.2.1

## Heritage Shops Lighting Specification



### Principles

Provide consistency across all retail units

### Details

Retailers to provide adjustable recessed or track lighting at first metre of shopfront

### Specification

Recessed Single, Twin or Track spot

**Finish**  
White

**Body**  
Die-cast aluminium

**Light source**  
LED

**Adjustment**  
Independent adjustment of each single lamp body

### Approvals

Please contact your allocated LU Project Manager



Single Recessed Gimbal



Twin Recessed Gimbal



Track Spot





## Design Guidelines & Codes

The following mandatory, legislative and regulatory requirements, British Standards, Codes of Practice and Best Practice professional guidance publications will form the parameters of the lighting installation:

Code for Lighting (CIBSE/SLL, 2012): Part 0: Contents and Preface	2010
Chapter 1: The Balance of Lighting	BS EN 1838, Parts 1 & 7 Lighting Applications – Emergency Lighting BSI, 1999Trust, 2013
Chapter 2: Indoor Workplaces	
Chapter 6: Energy	
Chapter 7: Construction (Design and Management) Regulations	TFL Good Practice Guide - Accessibility
BS EN 12464-1:2011 Light and Lighting - Lighting of Work Places Part 1 Indoor Work Places	ICEL Guide - ICEL 1006: Emergency Lighting Design Guide. ICEL, 1997
BS 8300:2009+A1:2010 Design Of buildings and their approaches to meet the needs of disabled people - Code of practice.	Lighting Guide 12 - Emergency Lighting Design Guide (SLL LG12), 2006
Statutory Instrument No. 3004 The Workplace (Health Safety and Welfare) Regulations. HMSO, 1992	TFL I-0066 Category 1 standard, Lighting of London Underground Assets
IEE Wiring Regulations 16th Edition	TFL I-0085 Category 1 standard, Fire safety performance of materials
Workplace, Health Safety and Welfare Approved Code of Practice. HSC, 1992	London Underground Category 5-364 Retail Presentation in the LU environment
Building Regulations, Part L2B Conservation of Fuel and Power: HMSO,	Best Practice: The Essential Guide to Retail Lighting, BRE

## Illuminance Criteria

With reference to the design parameters and based upon previous practical experience, any proposed lighting scheme shall be designed to achieve the following design criteria unless otherwise agreed with TFL: The lighting criteria will be designed to meet the illuminance levels within 10% of the recommended minimum step change between illuminances.

Store Light Levels	Min - 200lx average	Max 600lx average
Light Source Colour Temperature	3000K	
Colour Rendering Index	> 85	
Signage Luminance	400Cd m sq Max	
Emergency Lighting	None section 12 areas	Section 12 areas
Emergency Escape Routes (Centre line of route)	1 lx minimum	15 lx average
(50% route)	0.5 lx minimum	5 lx minimum
Open Areas (Core Area excl. 500mm border)	0.5 lx	15 lx average
- shall be	Where possible all light spill of luminaires into the station areas minimised & correctly focused.	
- illuminated all the	Any lighting within the 1st metre of the store should be left while the station is operational.	

### Note

LEDs. The actual colour temperature of a 3000k LED light source varies between manufacturers. In order to ensure consistency throughout the Luxury Rooms a baseline sample will be held by TFL for matching.



## 4.2.1

### Heritage Shops Flank Walls



#### Principles

A flank wall is the first metre of wall from the demise line

Opportunity for branding

Consider the customer's approach

Flank wall design to be approved by TfL

#### Details

High quality materials to be used

Paint finish will not be permitted

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Specification

##### Extent

Shop depth over 3m: Flank wall treatment to extend for the first metre from the demise line

Shop depth less than 3m: Flank wall treatment to continue the full depth of the shop

Flank wall treatments to run full height from floor to ceiling

#### Approvals

Please contact your allocated LU Project Manager



## 4.2.1

Heritage Shops  
Flank Walls



### Materials

TfL encourages the use of high quality finishes

Paint finishes are not permitted

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.2.1

Heritage Shops  
Equality Act 2010



### Details

Glazing should have a permanent manifestation

The manifestations should be at two heights, between 850-1000mm and between 1400 - 1600mm from the ground

Doors that are left open during opening hours are required to have a colour contrasted edge

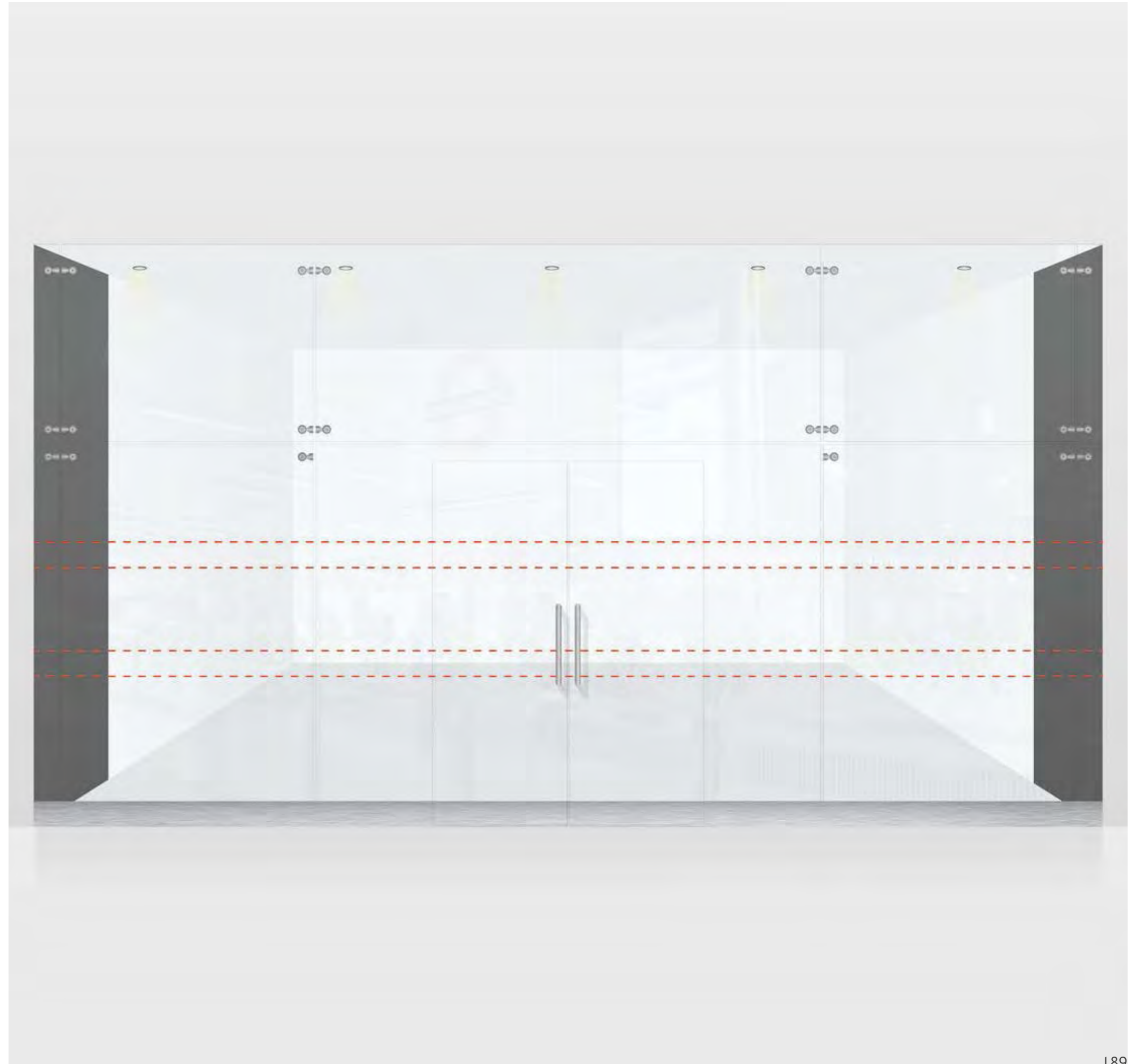
Any steps into the unit are to incorporate a colour contrast edge

Seek direction from TfL as early as possible to ensure the correct advice is sought

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager





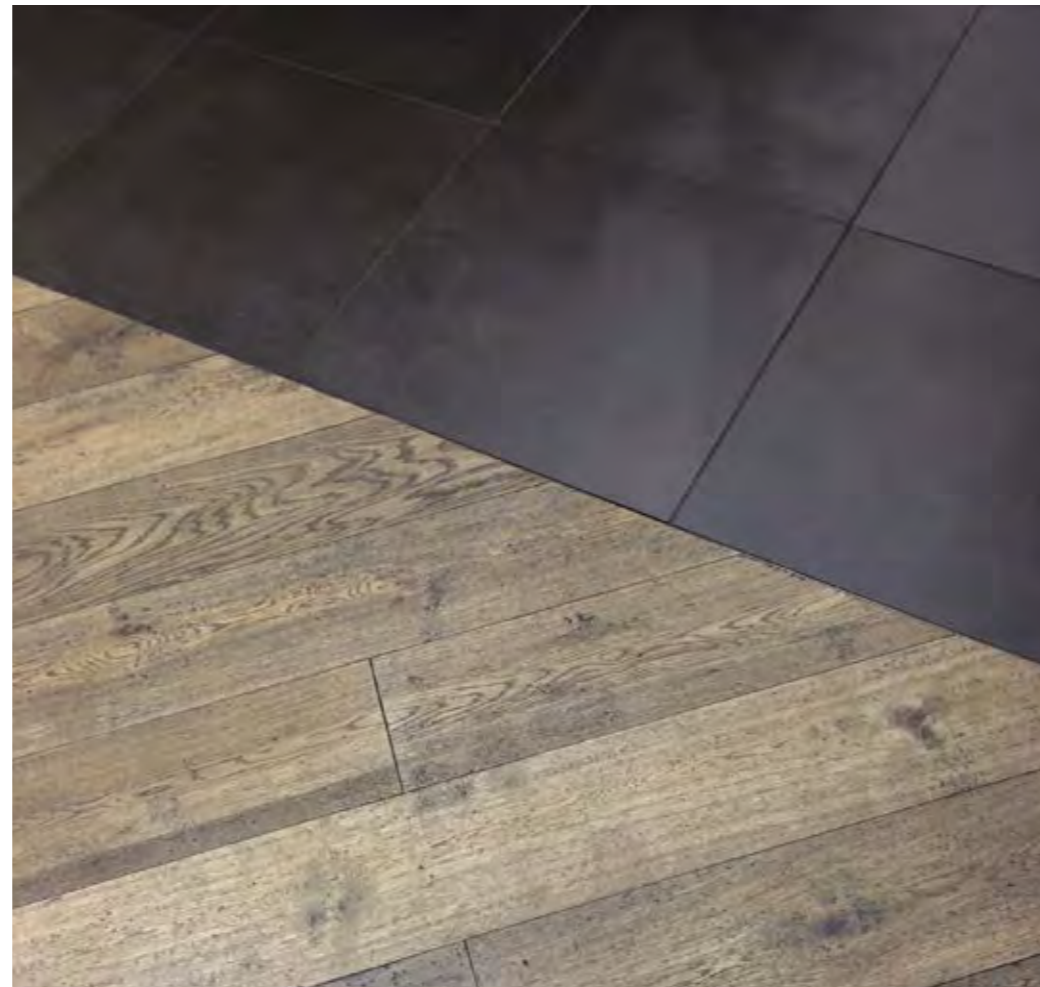
## Interiors

Create a brand statement through creative design solutions that reflect the latest design trends. Engage with the customer through imaginative visual merchandising & quality materials.



## 4.2.1

### Heritage Shops Flooring



#### Principles

High quality materials are to be used throughout the retail unit

Consider the use of inlays to highlight merchandising and / or path of travel

Consider the durability and ongoing maintenance

#### Detail

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



## 4.2.1



### Heritage Shops Ceiling & Services

#### Principles

High quality materials are to be used throughout the ceiling

Consider how ceiling features can be used to highlight merchandise

Consider the use of textures to create interest

Consider how lighting & services are incorporated into the ceiling design

Heritage features to be retained and made good

#### Detail

Consider the appearance and location of air conditioning system, sprinkler fittings and sounds systems when designing the ceiling

Exposed ceilings are acceptable. Note that services require thorough detailing to avoid looking untidy

Ceiling tiles are not permitted

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager





# 4.2.1

## Heritage Shops The Four Layers



### Principles

The principles of using layers of light should be used within the retail environment to create visual interest by implementing contrast ratios and composition.

In all retail areas the lighting should be built up in the layers of: ambient, accent, orientation and feature to add depth and drama to spaces whilst being a powerful tool to aid passenger flows, create highlighted areas and make way-finding more intuitive.

The successful implementation of any lighting scheme depends on how the layers are blended together to create contrast and balance.

Examples of different layers of light are as follows:

Accent; spotlight on specific merchandise

Ambient; general homogeneous illumination for functionality

Feature; key elements such as chandeliers to create visual interest

Navigation; illuminated signage and wayfinding

By balancing layers of light it is possible to achieve better illumination to merchandise, as well as the overall composition, while still maintaining good levels of contrast.

By utilising new lamp technology and reducing the variety of luminaires and lamps, both maintenance and life-cycle cost could be improved and offset capital cost.

### Details

The criteria listed below should apply to all stores unless otherwise stated by London Underground.

Creative and unique installations are encouraged.

All luminaires should be glare free with the light source concealed from view at all times. A maximum angle 30° from vertical is recommended for adjustable luminaires to help ensure this.





LED and metal halide light sources shall be given preference over other types of luminaire and should be used wherever appropriate.

Other lamp types can be used if required providing they meet the necessary illuminance and energy criteria.

If fluorescent lighting is to be used this should be done in a concealed application either through shielding the source from view through an architectural detail (coves or coffers) or behind a diffusing panel.

Integrated display lighting is encouraged and in these instances care should be taken to ensure that there is no visual exposure of the light source.



	Layer 1 Accent		Layer 2 Ambient
	Layer 3 Feature		Layer 4 Orientation





## Catering

This section looks at catering shops defining the design principles that will guide retailers to designing and implementing store fit outs that align with the vision for TfL retail.



## 4.2.2

Heritage Catering  
Generic unit



### Elements to consider

- 01 Glazing
- 02 Station architecture
- 03 Ceiling
- 04 Branded Flank Walls
- 05 Shopfront framework
- 06 Primary Signage
- 07 Doors



## 4.2.2

Heritage Catering  
Large unit



### Elements to consider

- 01 Glazing
- 02 Flooring
- 03 Ceiling
- 04 Branded Flank Walls
- 05 Shop First Metre
- 06 Primary Signage
- 07 Doors



## 4.2.2

Heritage Catering  
Large unit with demise wall



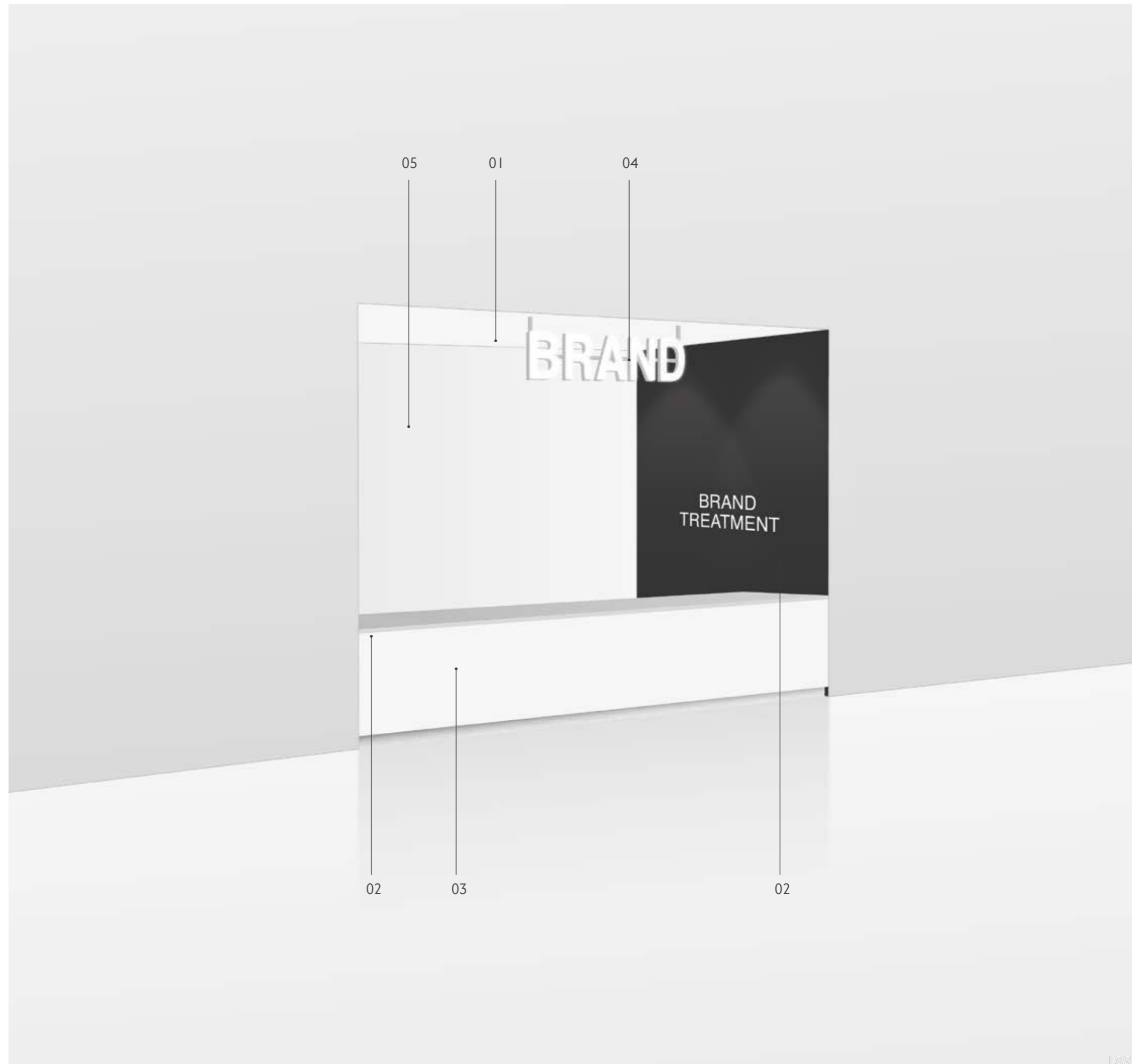
### Elements to consider

- 01 Glazing
- 02 Flooring
- 03 Ceiling
- 04 Branded Flank Walls
- 05 Shop First Metre
- 06 Primary Signage
- 07 Doors
- 08 Demise Screens & Furniture
- 09 Menu Totem
- 10 A-Board



## 4.2.2

Heritage Catering  
Over counter unit



### Elements to consider

- 01 Ceiling
- 02 Branded Flank Walls
- 03 Counter / Display
- 04 Primary Signage
- 05 Back wall treatment



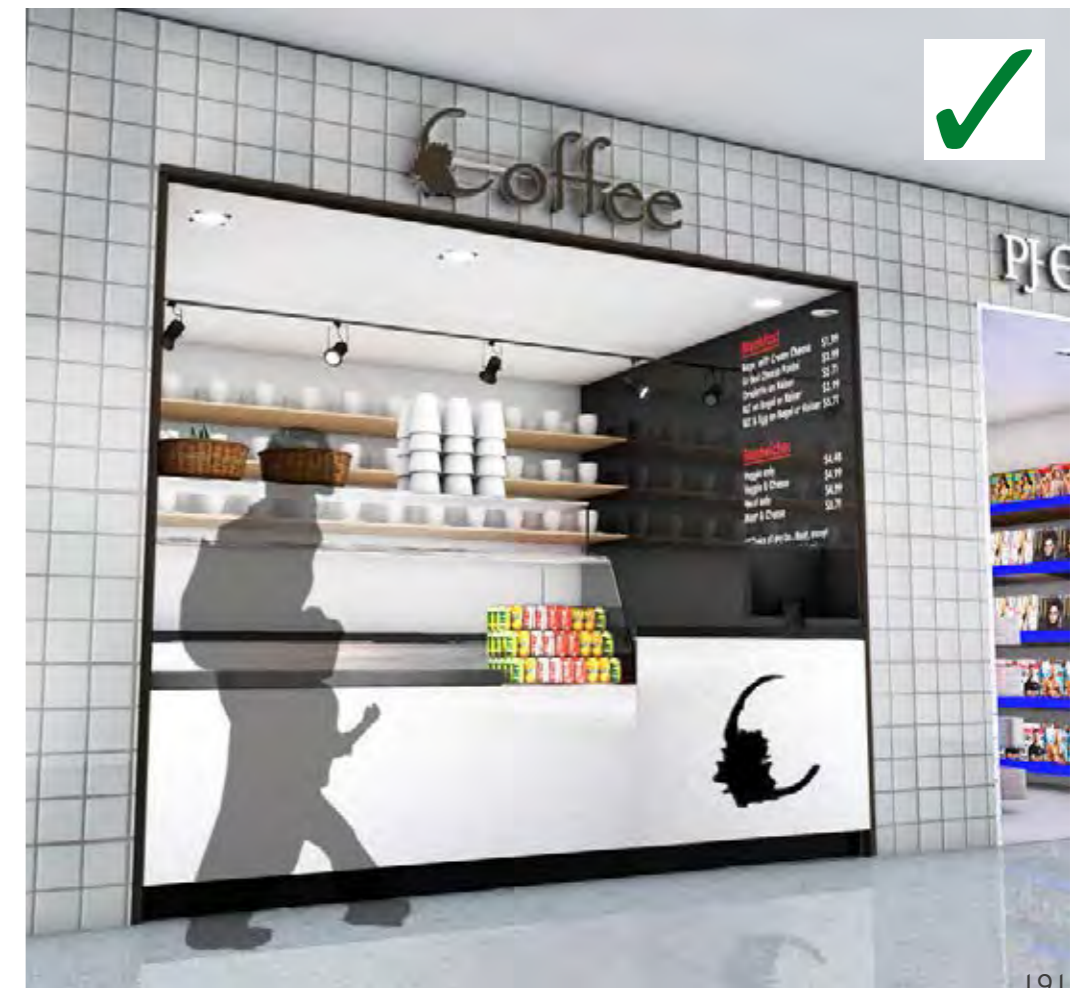
# 4.2.2

Heritage Catering  
Poor Examples



# 4.2.2

Heritage Catering  
Good Examples







## Shopfront

Clear and open shopfront that brings the retail fitout to the forefront of the station will be achieved with the use of clear glazed door systems.



## 4.2.2

Heritage Catering  
Preference 01  
Concertina Doors



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Fully open shopfront

Clear views into store

If site conditions permit, when fully open, concertina doors to be concealed from view

Minimal framing

### Materials

All shopfront details to be finished in bronze specification to be reviewed and approved by your LU Project Manager

### Details

Site specific requirements for shopfronts need to be confirmed with your LU Project Manager

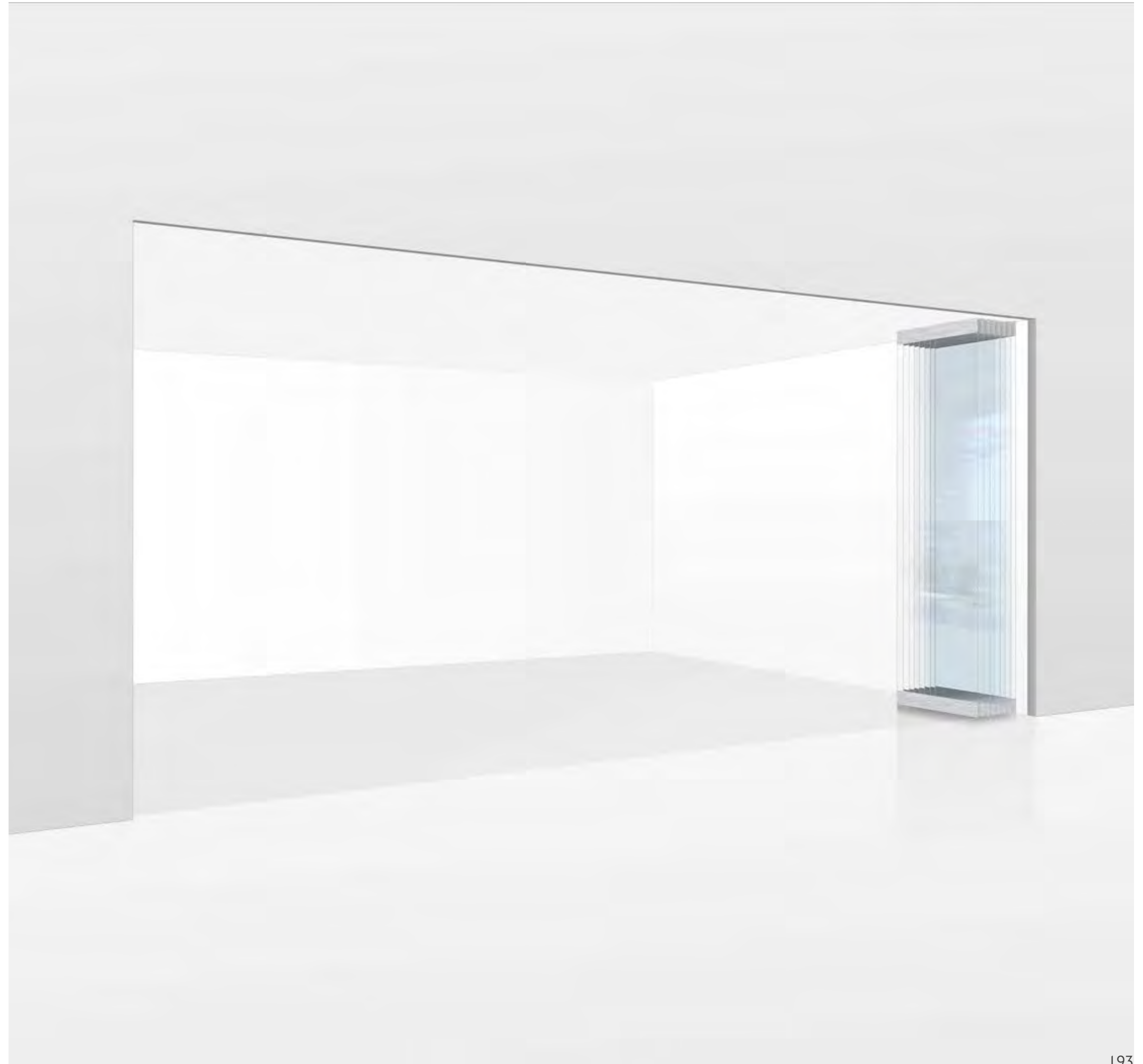
Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.2.2

Heritage Catering  
Preference 02  
Single Sliding Doors



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Full height frameless glazing

Contemporary door system with minimal framing

Clear views into store

### Materials

All shopfront details to be finished in bronze specification to be reviewed and approved by your LU Project Manager

### Details

Site specific requirements for shopfronts need to be confirmed with your LU Project Manager

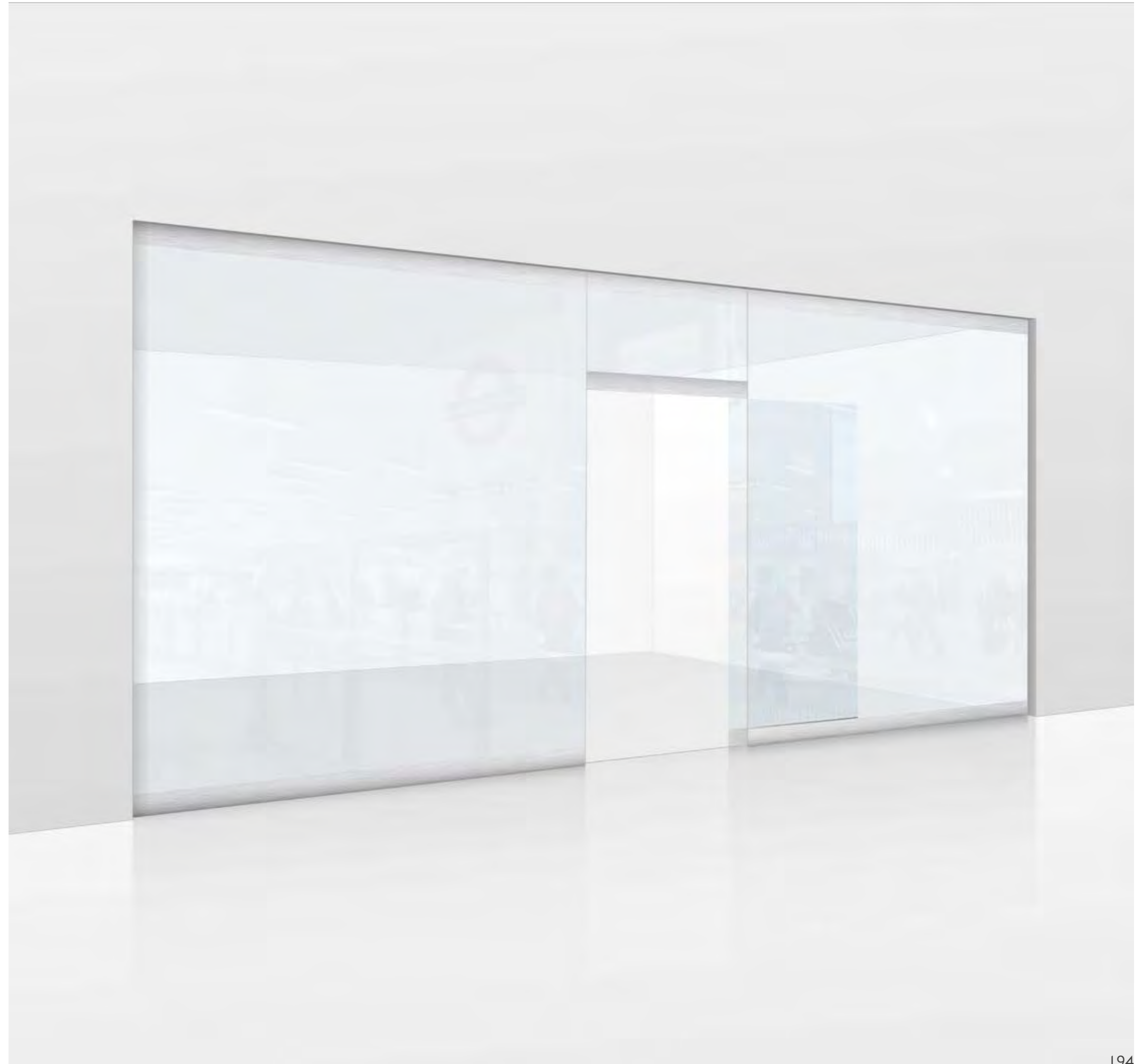
Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.2.2

Heritage Catering  
Preference 02  
Double Sliding Doors



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Full height frameless glazing

Contemporary door system with minimal framing

Clear views into store

### Materials

All shopfront details to be finished in bronze specification to be reviewed and approved by your LU Project Manager

### Details

Site specific requirements for shopfronts need to be confirmed with your LU Project Manager

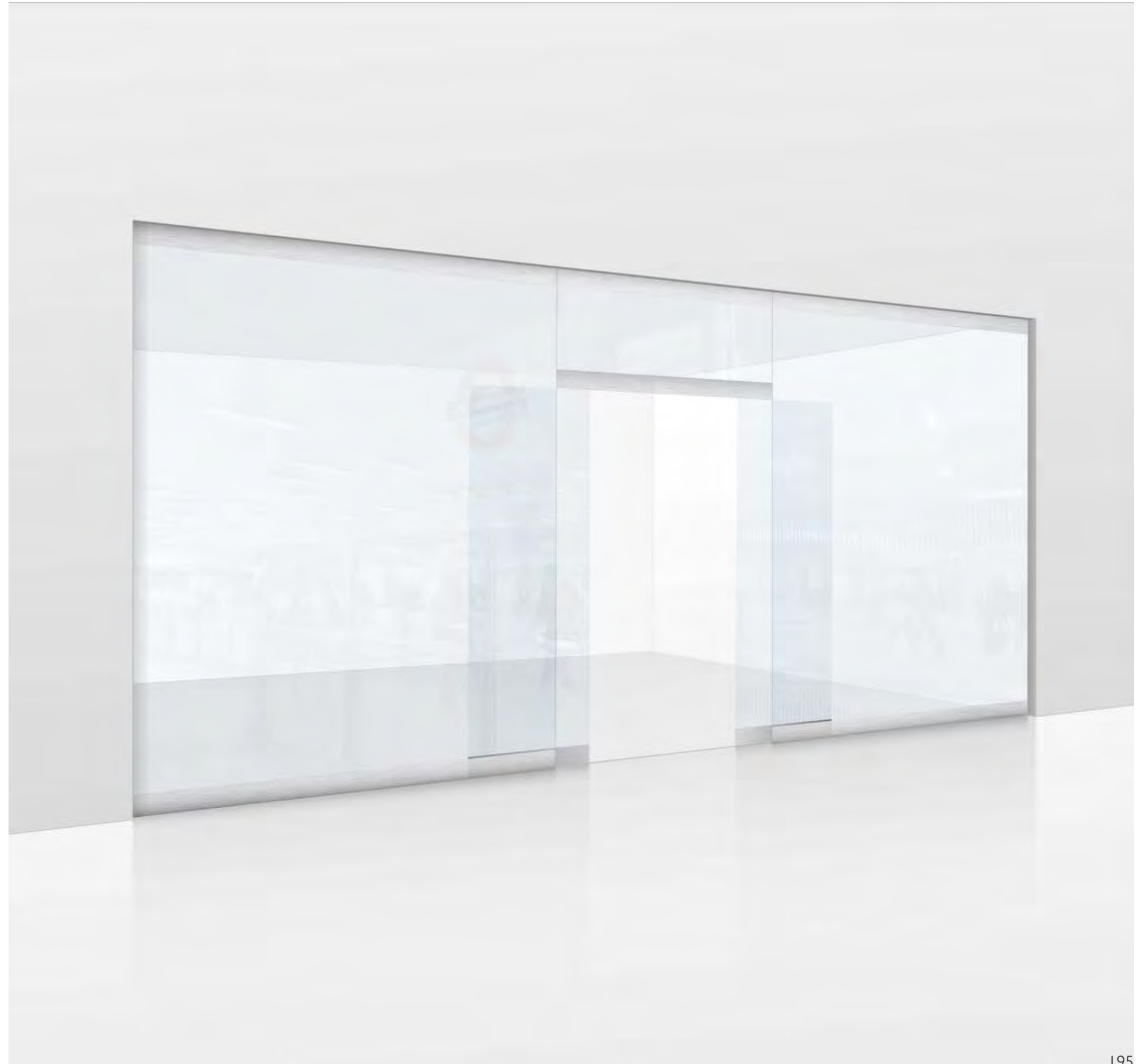
Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.2.2

Heritage Catering  
Preference 03  
Single Swing Doors



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Full height frameless glazing

Fittings to be in keeping with type of station

Consistency of door handle

Clear views into store

### Materials

All shopfront details to be finished in bronze specification to be reviewed and approved by your LU Project Manager

### Details

Site specific requirements for shopfronts need to be confirmed with your LU Project Manager

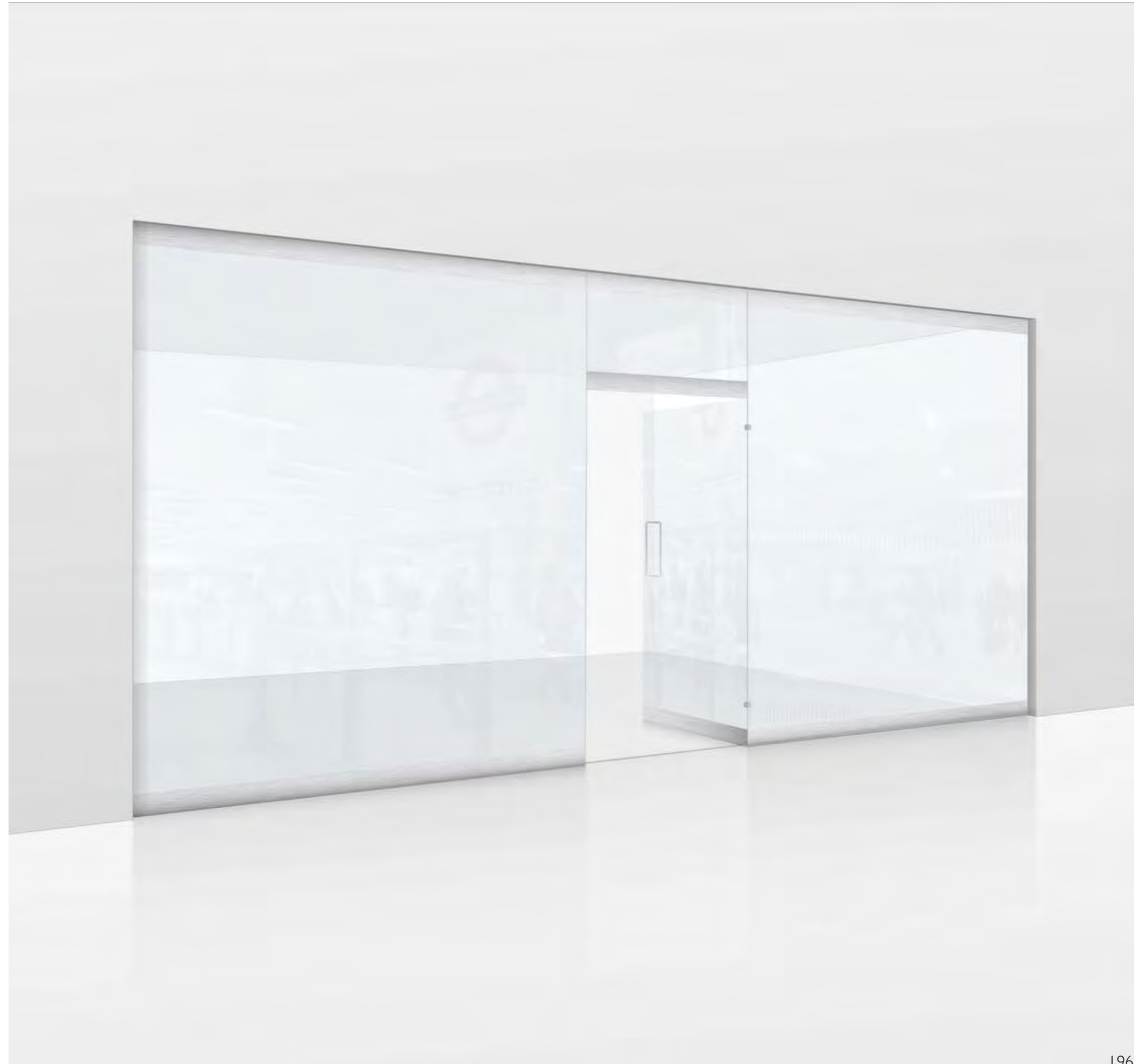
Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.2.2

Heritage Catering  
Preference 03  
Double Swing Doors



### Selection of glazed system

Shopfront glazing type is dependant on site conditions

TfL to define required glazing type for station

### Principles

Full height frameless glazing

Fittings to be in keeping with type of station

Consistency of door handle

Clear views into store

### Materials

All shopfront details to be finished in bronze specification to be reviewed and approved by your LU Project Manager

### Details

Site specific requirements for shopfronts need to be confirmed with your LU Project Manager

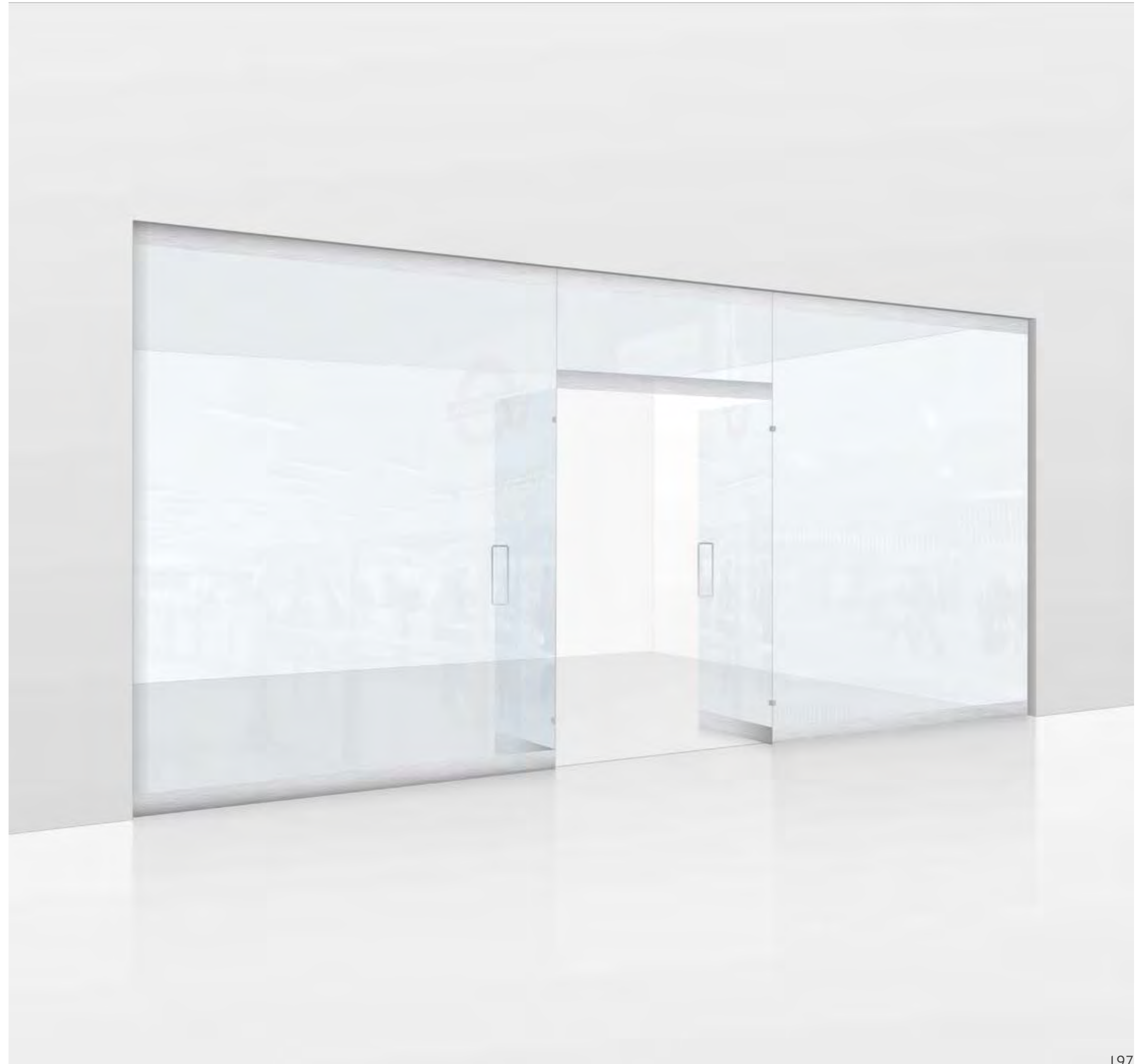
Shopfront glazing type to be consistent across station

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

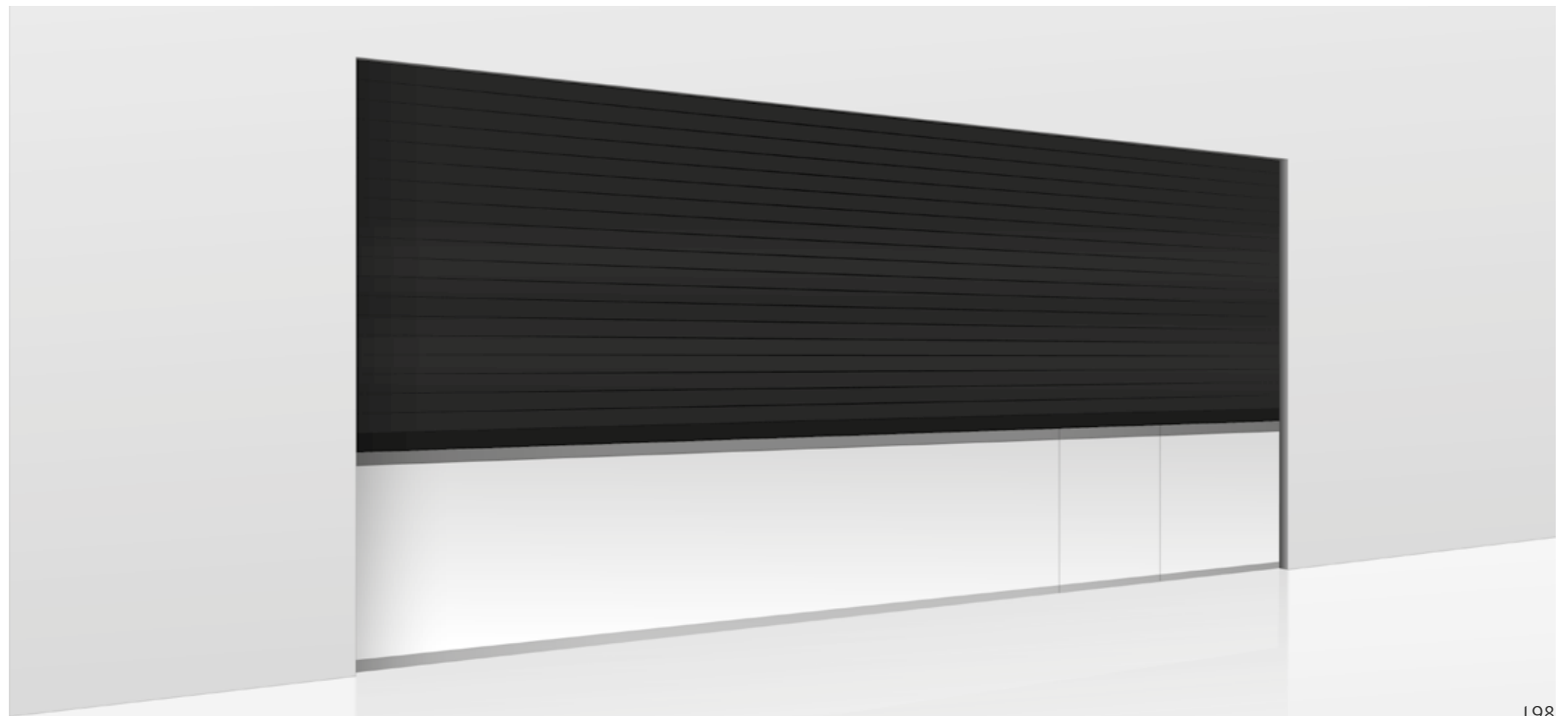
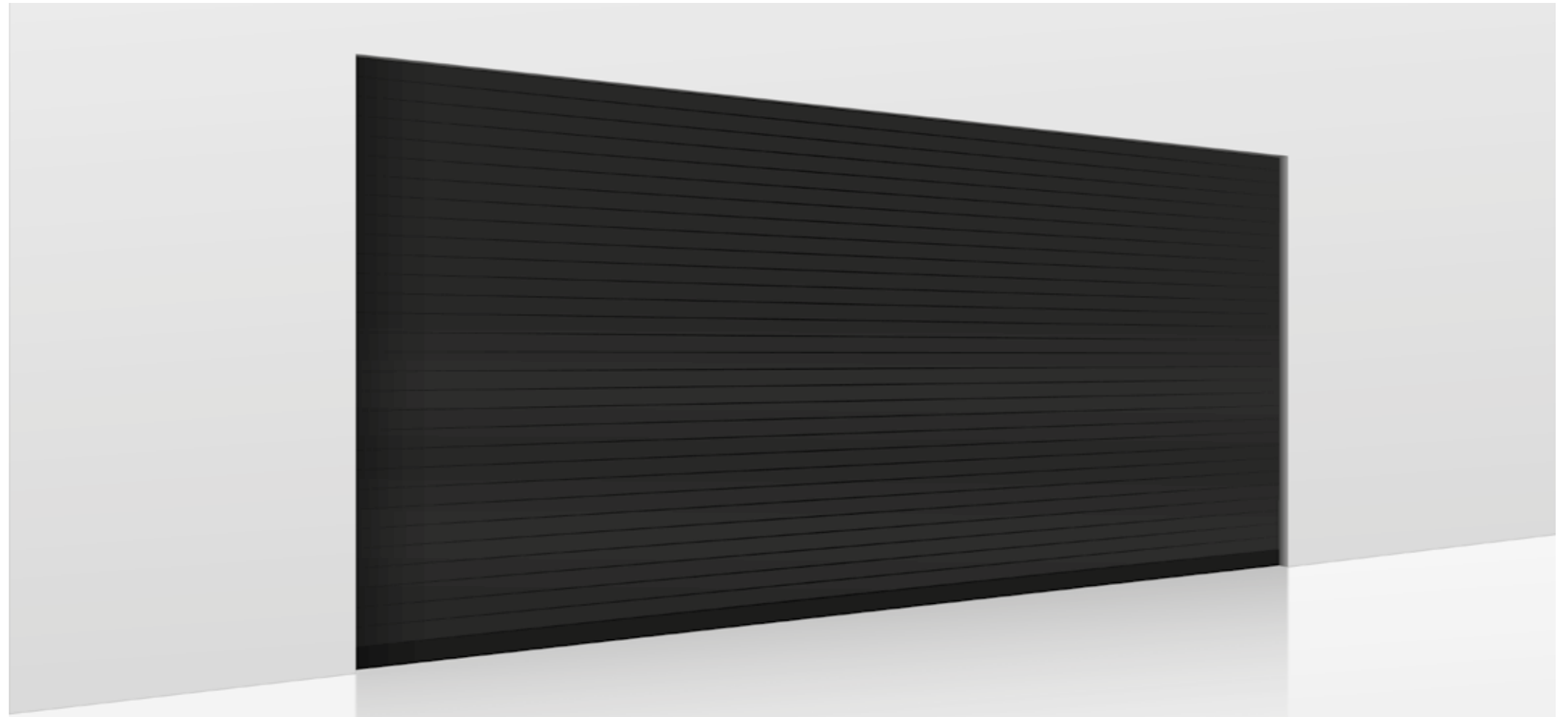
### Approvals

Please contact your allocated LU Project Manager



## 4.2.2

Heritage Catering  
Preference 04  
Roller Shutter



### Principles

Consistency across shopfronts  
Contemporary shutter design

### Details

Site specific requirements for shopfronts need to be confirmed with your TfL delivery representative

New and existing roller shutters to be sprayed out to match RAL colour 7022

Loadings to be compliant with LU standards

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.2.2

Heritage Catering  
Upgrading existing shopfront



Your allocated LU Project Manager will define whether the existing shopfront can be retained or upgraded

### Principles

To upgrade the existing shopfront to align with design standards on previous pages as much as possible

### Details

Minimum requirements of a shopfront is to include;

Deep clean of entire shopfront including glazing

Made good and respray existing shopfront framing

Where suitable, clad over unnecessary details to create streamless and clean shopfront, particularly to cover boxed roller shutter units. All proposed cladding is to be discussed with your LU Project Manager

Where applicable, existing roller shutter to be made good and sprayed out to match RAL colour 7022

New signage is required to align with the signage section of this document

### Approvals

Please contact your allocated LU Project Manager





## 4.2.2

Heritage Catering  
Glazing Skirting



### Details

Skirting requirements to dependant on site conditions.

TfL to advise if skirting is required

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Skirting Specification

#### Fixing

Bonded to glazing

#### Dimensions

150mm high

#### Finish

Brushed stainless steel

### Approvals

Please contact your allocated LU Project Manager





## Signage

A contemporary illuminated signage design with clean lines provides consistency across the retail frontage while retaining the retailers brand identity.



## 4.2.2



Heritage Catering  
Preference 01  
Fixed to Bar

### Selection of signage type

Signage type is dependant on site conditions

TfL to define required signage type for station

### Details

Letter height and width to be determined dependant on site conditions

Ensure amp source is always hidden from view

Ensure no visible spotting or stripping on any diffuse surface

### Specification

#### Application

Individual letters fixed to box section

#### Size

Site specific with return of 40mm

#### Material

Anodised bronze metal

#### Finish

Preference 1

Black Florentine & Waxed on Brass

Preference 2

Polyester powdercoated finish to signage and bar. Finished to be Inver 65656 PE/P/HD FTX MIC

Your allocated LU Project Manager will advise which material finish option is suitable for your retail unit

### Approvals

Please contact your allocated LU Project Manager



## 4.2.2



Heritage Catering  
Preference 02  
Trapeze

### Selection of signage system

Signage type is dependant on site conditions

TfL to define required signage type for station

### Details

Letter height and width to be determined dependant on site conditions

Brands are able to use their brand marque unless otherwise specified by your LU Project Manager

### Specification

#### Application

Individual letters fixed to trapeze  
Suspended behind glazed shopfront where applicable

#### Size

Site specific with return of 40mm

#### Material

Anodised bronze metal

#### Finish

Preference 1

Black Florentine & Waxed on Brass

Preference 2

Polyester powdercoated finish to signage and bar. Finished to be Inver 65656 PE/P/HD FTX MIC

Your allocated LU Project Manager will advise which material finish option is suitable for your retail unit

### Approvals

Please contact your allocated LU Project Manager



## 4.2.2

Heritage Catering  
Preference 03  
Handpainted Panel



### Selection of signage system

Signage type is dependant on site conditions

TfL to define required signage type for station

### Details

Letter height and width to be determined dependant on site conditions

Brands are able to use their brand marque unless otherwise specified by your LU Project Manager

### Specification

#### Application

Panel fixed directly to retail unit shopfront fascia. Location to be determined by your LU Project Manager

Signage to be centred on retail shopfront fascia

#### Size

Site specific

#### Material

30mm timber with beading detail

#### Finish

Signage to be handpainted onto directly to signage panel

### Approvals

Please contact your allocated LU Project Manager



## 4.2.2



Heritage Catering  
Additional branding  
to Shopfront

### Principles

Branding on the shopfront must be creative & reflect the brand

Branding should convey the food offer and experience to the customer

Create views into the store to entice customers in

### Details

Branding on the shopfront must not exceed 25% coverage to ensure views into the catering unit are retained

All materials must be LU compliant

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

Additional branding must be applied to the inside face of the shopfront

### Approvals

Please contact your allocated LU Project Manager



## 4.2.2

Heritage Catering  
Additional Advertising



### Principles

- The number of additional POS posters to be limited
- Posters to be hung in designated spaces
- Posters to be hung at eye level

### Details

- Posters to be housed within high quality frames or hung using high quality wire suspension system
- Posters are to be set 150mm back from shopfront glazing
- Posters are not to be stuck directly to walls, joinery or shopfront
- All materials must be LU compliant
- All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

- Please contact your allocated LU Project Manager



Posters at rear



Posters on shopfront



## 4.2.2

Heritage Catering  
Additional branding  
Glazing Manifestations



### Principles

Glazing manifestation to be used if back of store furniture, racking systems or equipment is visible through glazing

### Details

Half window manifestation to be used if back of low store furniture or equipment is visible through glazing

Full window manifestation to be used if back of high level racking system is visible through glazing

Branded graphic to be printed to vinyl and applied to the inner face of glazing

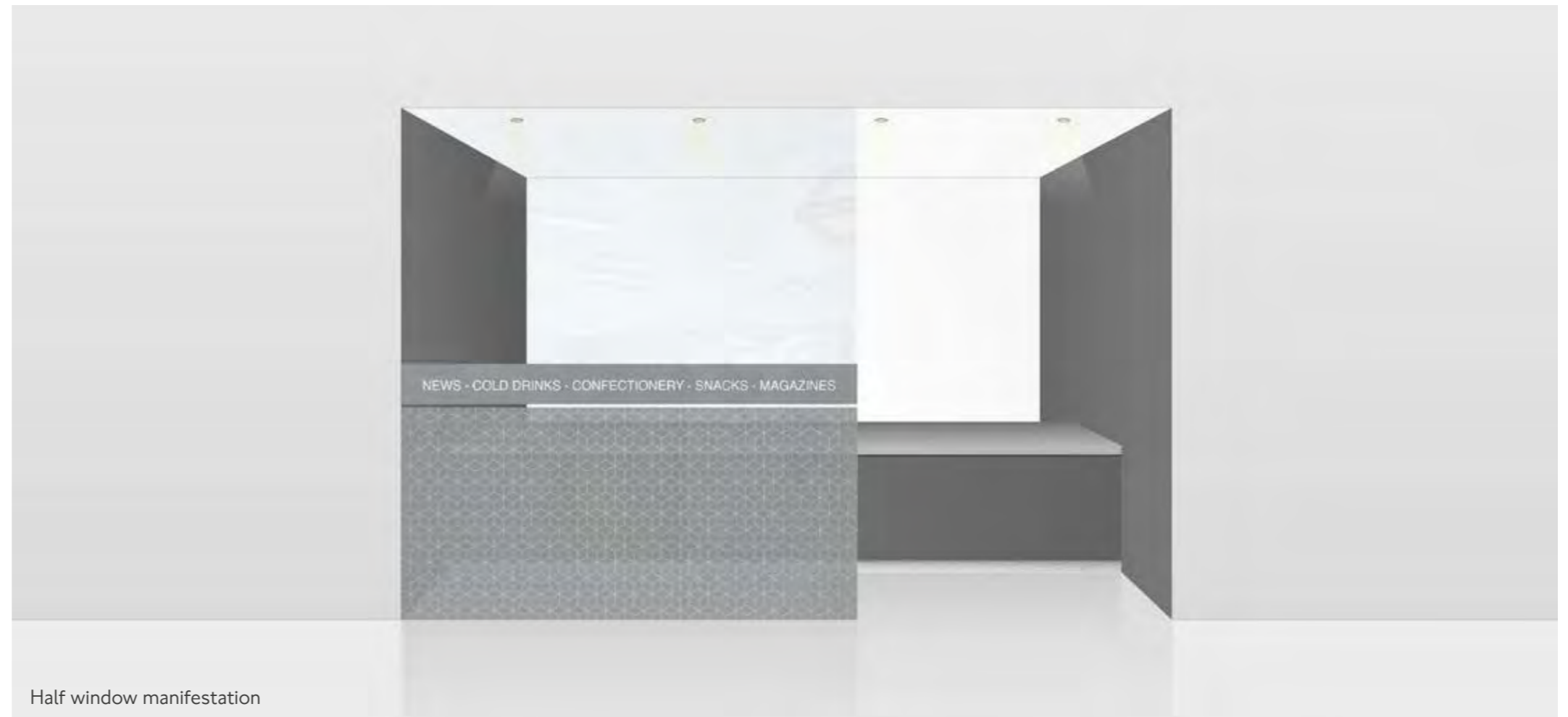
Artwork to be approved by your LU Project Manager

All materials must be LU compliant

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager





## 4.2.2

Heritage Catering  
Merchandising



### Product display principles

Limit the product offer to suit the size of unit

Similar product types to be grouped together

Products not to be overstocked to ensure the customer can clearly see product selection

Product to be separated from advertising to ensure customer can clearly see product selection

Use lighting to help highlight the product displays

All product to be housed in purpose built displays to give clear vision and callout. Size of product displays to depend on retail unit size

All product displays should be contained within unit and not approach on the station demise

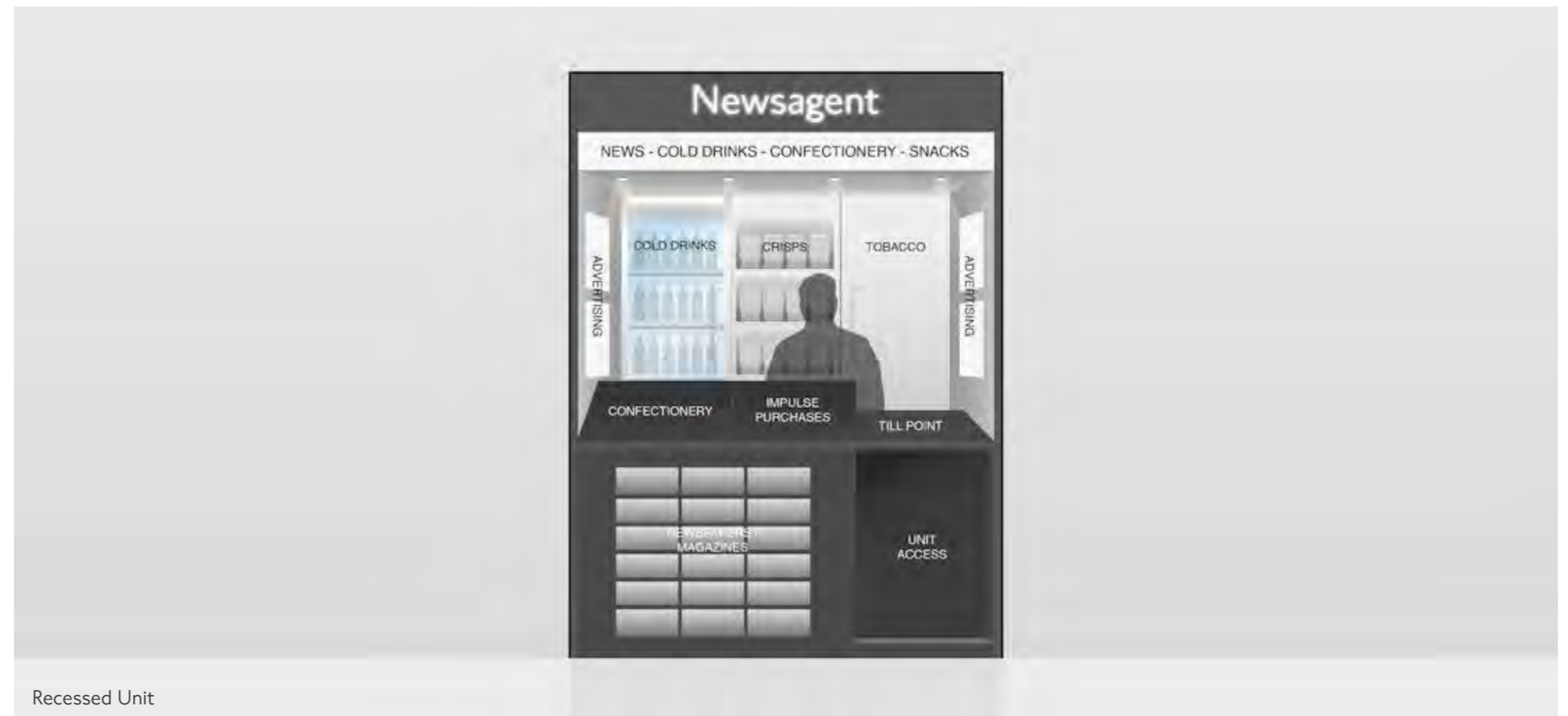
Free standing product display stands and refrigeration chillers to be considered and incorporated into the design of the retail unit. In most cases display stands and refrigeration chillers should occupy the rear wall of retail unit. Displays are not permitted at the entrance of retail unit.

Newspapers and magazines to be displayed on front face of counter in purpose built displays.

Free standing display units are not permitted

### Approvals

Please contact your allocated LU Project Manager



Recessed Unit



Non-recessed Unit



## 4.2.2



Heritage Catering  
Blade Signage

### Design of blade sign

The use of blade signs is dependant on site conditions

TfL to define if blade signs are suitable and if so TfL to define blade sign type

The design of blade sign with be dependant on the Heritage station. Your LU project manager will advise on the requirements of your blade sign

### Specification High Ceiling

#### Application

Framework to be fixed to landlord pilaster. TfL to approve fixing method

#### Size

To be determined by LU Project Manager

#### Material

Anodised bronze metal

#### Finish

Preference 1

Black Florentine & Waxed on Brass

Preference 2

Polyester powdercoated finish to signage and bar. Finished to be Inver 65656 PE/P/HD FTX MIC

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Graphic Panel

Branding to be centred on panel

### Approvals

Please contact your allocated LU Project Manager





## Hoarding

Retailers are encouraged to create bold statements on their hoarding designs that reflect the brand.

Attract the customers attention and take the opportunity to identify store opening dates.

New Visit  
Information  
unwrapped  
MAYOR OF LONDON  
Visit tfl.gov.uk/visiting

## 4.2.2

Heritage Catering  
Hoarding Graphics



Applied to glazing

### Principles

- Reflect your brand identity
- Attract the attention of the customer
- Identify store opening dates

### Details

- TfL to approve hoarding graphic design prior to installation
- TfL to specify whether graphic to be applied to glazing or hoarding structure
- All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

- Please contact your allocated LU Project Manager



Applied to hoarding



## Entry Zone

The first metre of all retail units is a controlled zone in order to maintain the quality of the retail presentation. Quality finishes and a controlled branding zone creates framework for retailers to inject their brand identity.

## 4.2.2



Heritage Catering  
Demise Line



### Principles

To create a clean detail between TfL and retailer unit floor finishes

Retailer floor finish to be level with TfL floor finish

### Details

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Specification

Where required.

### Materials

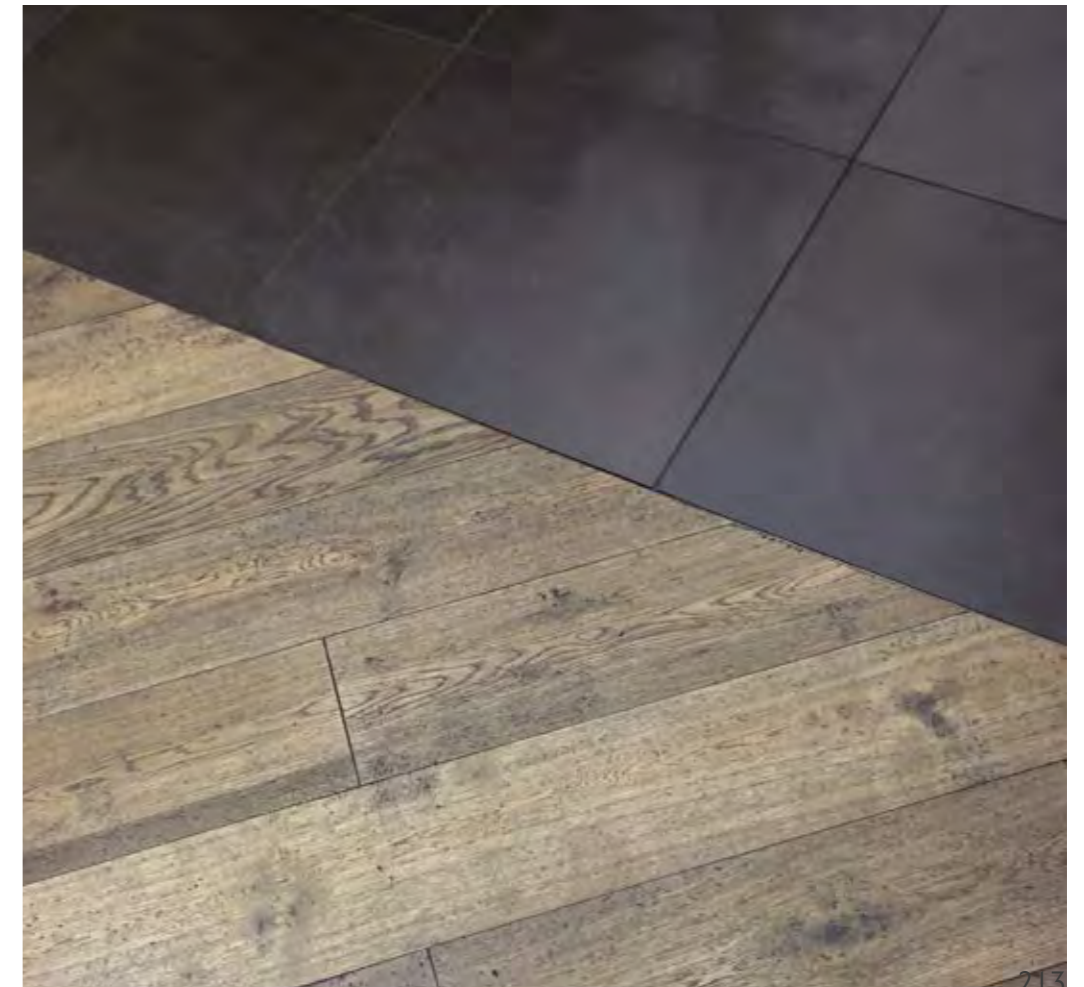
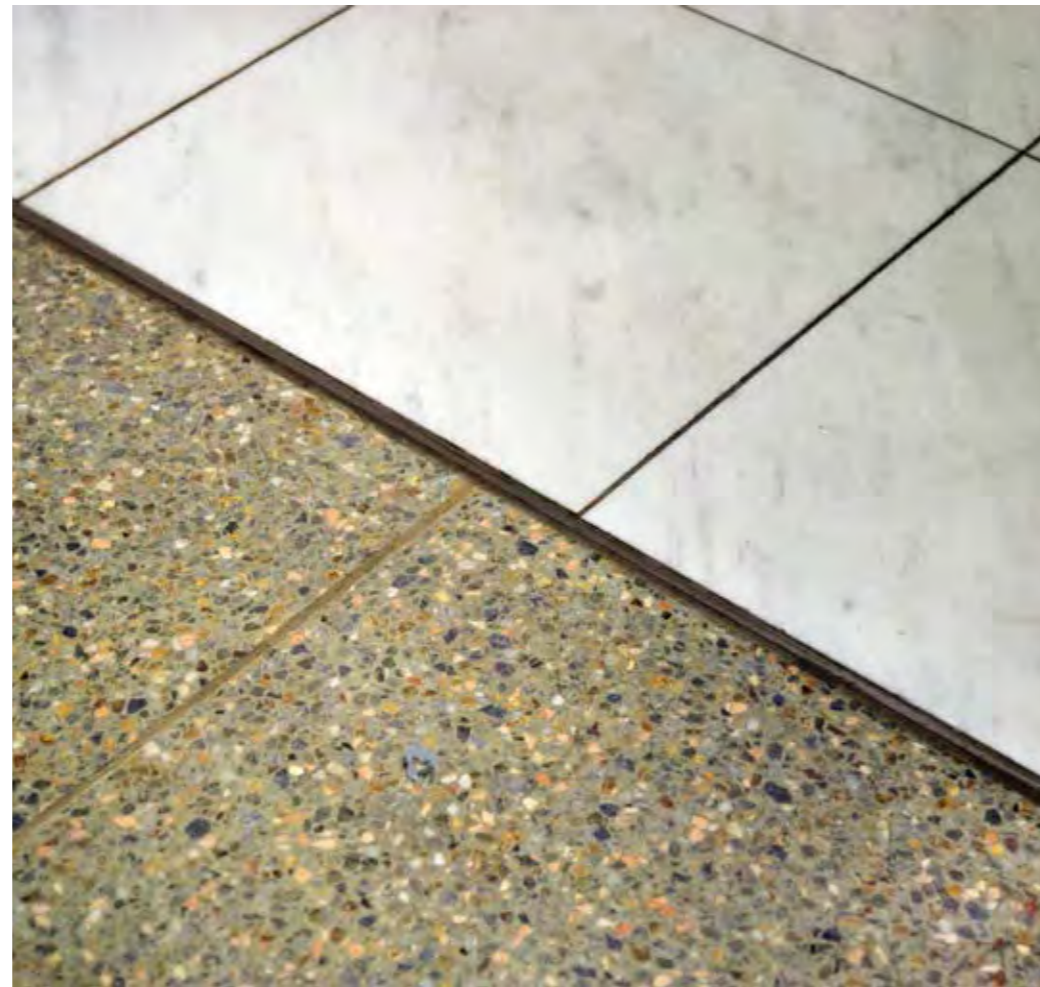
L angle inlay strip

### Finish

Brushed stainless steel

### Approvals

Please contact your allocated LU Project Manager



## 4.2.2



### Heritage Catering Ceiling

#### Principles

TfL to control ceiling finish within first metre of shop

To provide a consistent and high quality ceiling finish

#### Details

Standard ceiling tiles and egg crate ceilings are not permitted

#### Specification

##### Extent

Shop depth over 3m: Plaster ceiling finish to the first metre of the shop

Shop depth less than 3m: Plaster ceiling finish throughout shop or provide a creative ceiling design to be approved by TfL

Ceiling depth is dependant on site constraints. TfL to provide guidance and approvals

The above is minimum requirements. If a creative ceiling solution is proposed, approval is at the discretion of your LU Project Manager

##### Materials

Plasterboard equivalent to be LU compliant

##### Finish

Pure Brilliant White paint finish

#### Ceiling Examples

01 Set back bulk head

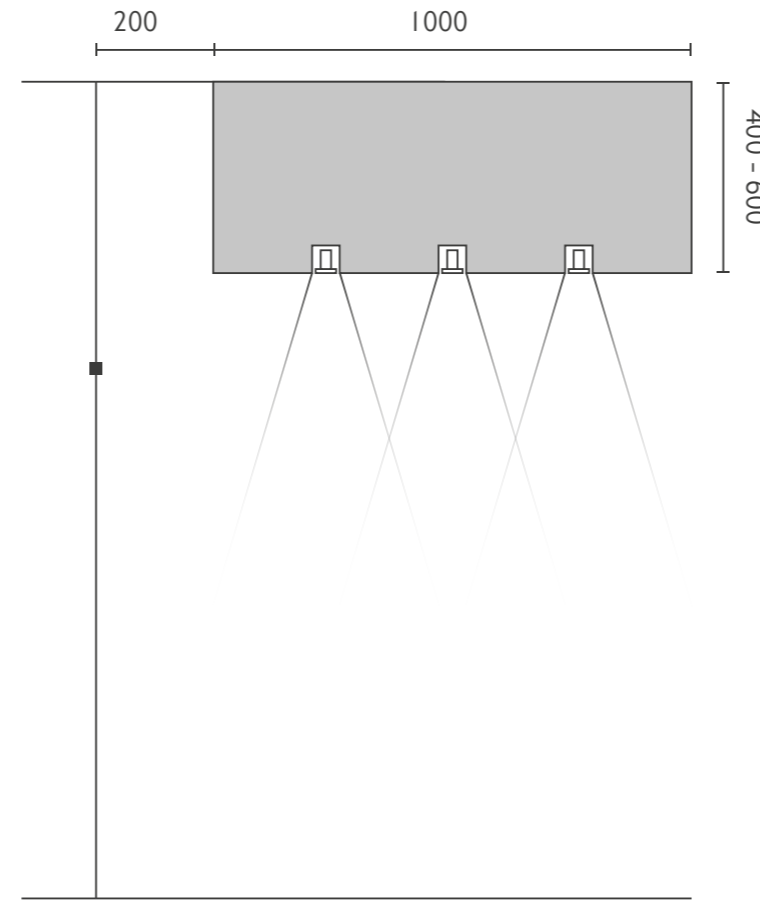
02 Bulkhead behind fascia

03 & 04 Flush ceiling treatment due to height restriction

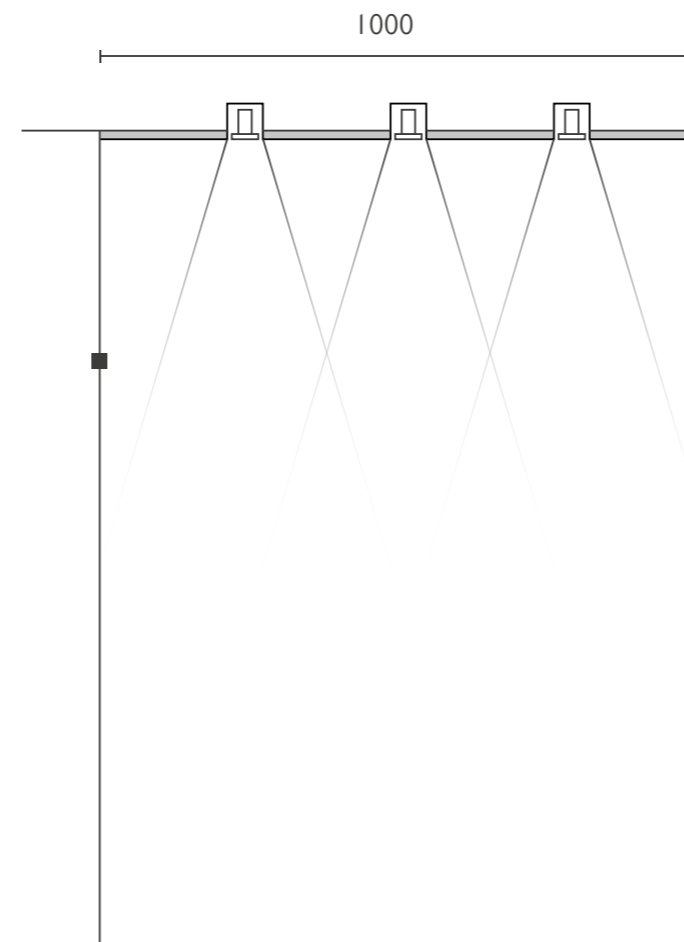
#### Approvals

Please contact your allocated LU Project Manager

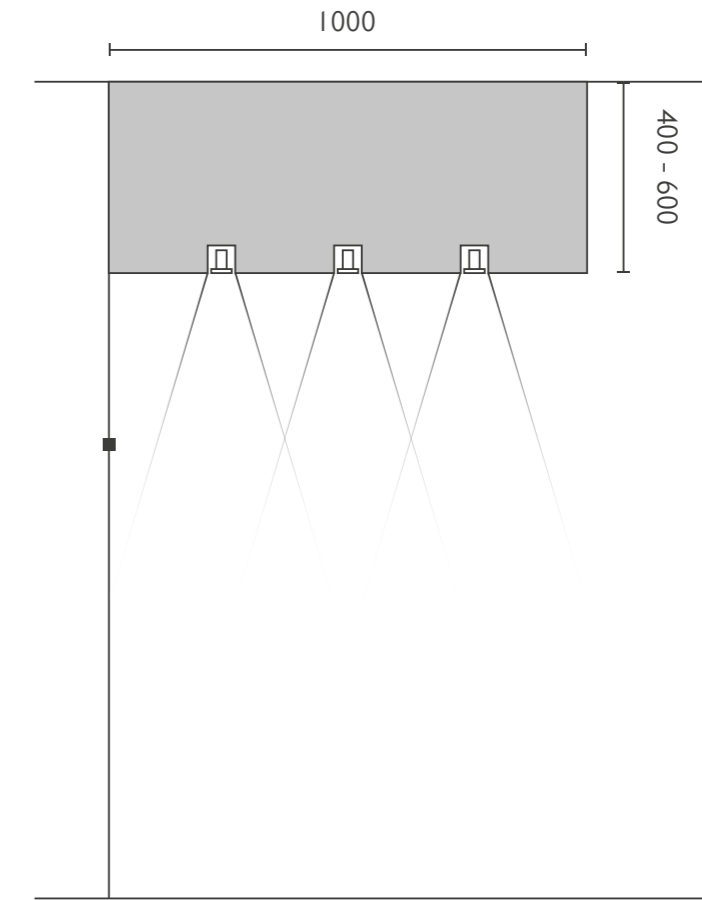
01



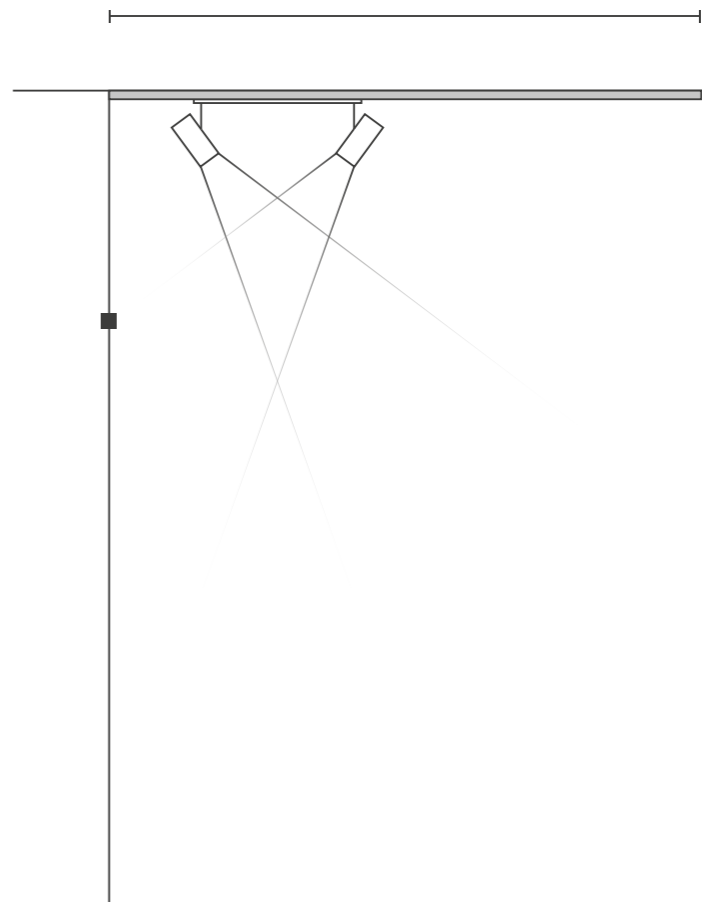
03



02



04



## 4.2.2

### Heritage Catering Lighting Principles



#### Principles

The lighting of the store front is a key element in enforcing the brand identity and in creating an interesting and inviting shop front that will draw customers into the store.

While it is important not to place any unnecessary restrictions on these areas so that the use of creative and interesting displays is not discouraged it is key that any lighting within these zones be carefully controlled so as not to create any light pollution into the station itself.

While some spill light into the station is inevitable this should always be designed so that the additive light never exceeds 150lx within a one-meter zone around the stores boundary.

#### Details

To ensure that all shop front lighting within the station environment is consistent and works with the aesthetic the following should be applied:

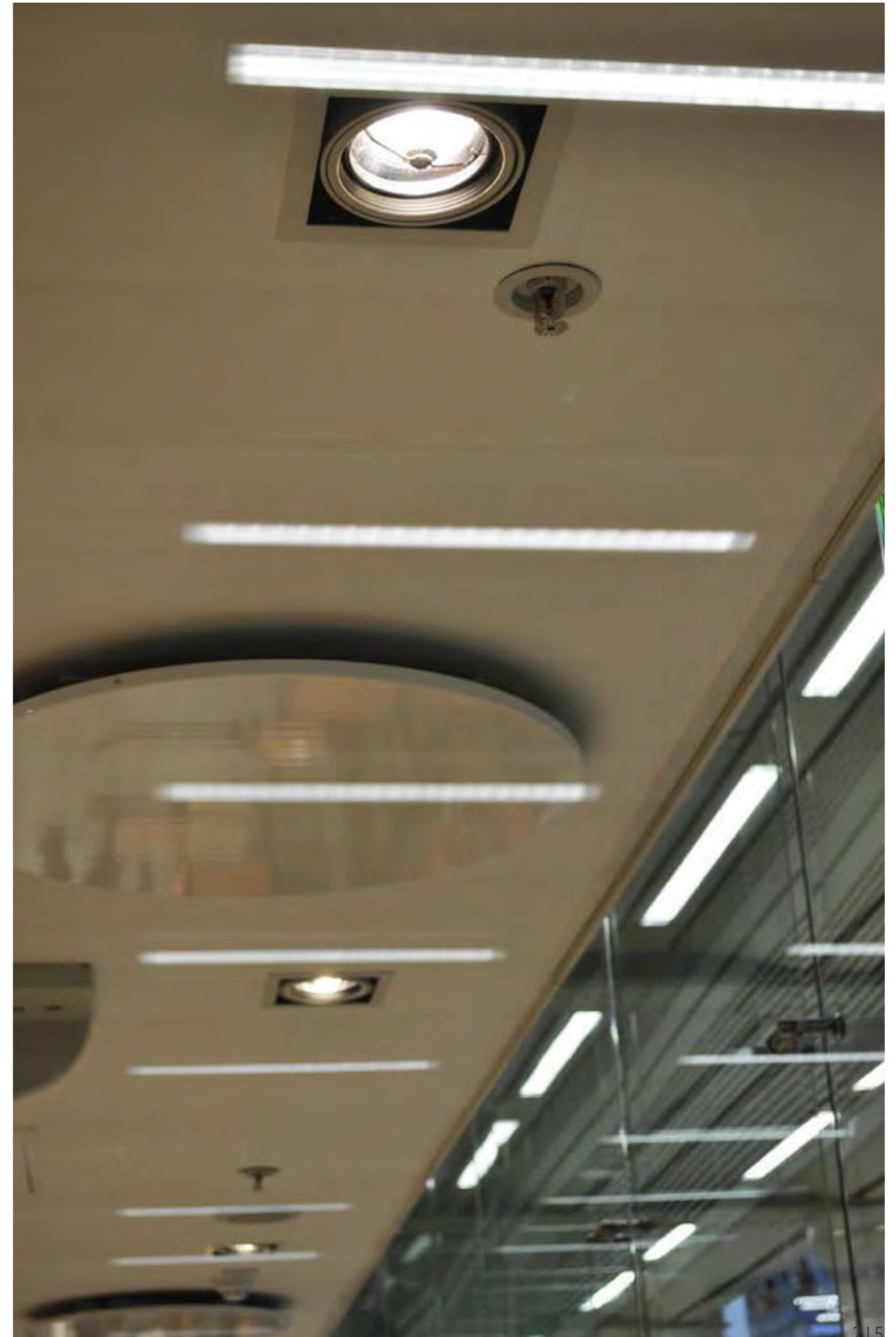
All luminaires should be aimed into the store and displays to prevent any issues with glare any reduce any spill light into the station.

All display lighting as well as any lighting within the first metre of the store should be controlled separately to the rest of the store and should be left illuminated all the while the station is operational.

All lighting should have a colour temperature of 3000K unless being used for illuminated signage or within back illuminated displays, which should have a temperature of 4000K.

Decorative luminaires and lighting installations are encouraged however at no point should strobe, spinning or fast chase effects be used

All lights sources and lamps should be shielded from view at all times for both in direct and indirect lighting applications.





## 4.2.2

### Heritage Catering Lighting Technical



#### Principles

All equipment supplied shall comply with the relevant local norms, and be capable of installation in accordance with the manufacturers' instructions.

The lighting installation shall be designed to utilise luminaires selected from manufacturers' standard ranges. Special and variant luminaires must be approved by the Landlord.

Where gear or transformers are installed remotely care should be taken to ensure that they are easily accessible for maintenance. High frequency electronic control gear shall be employed as standard to eliminate stroboscopic effects, improve lamp life and maximise energy efficiency.

Lamp luminaire combinations shall be selected to conform to the Part L requirements.

#### Details

While LED technology shall be given preference this will not be suitable for all applications.

The latest LED technology has a typical maximum lumen output of 5000 lumens and does still not compete (or compare) with high-powered ceramic metal halide lamp sources above 50W. With this in mind there may also be opportunities for using such technologies, however consideration should be given to 'warm-up and re-strike' times as such lamps are not 'instant on' and are extremely difficult to dim.

In addition to this both linear and spotlight LED chips are inherently 'directional' sources so in instances where a softer quality of illumination is required, fluorescent technology may be more appropriate.

LED technology shall be given preference and used wherever appropriate.

Illuminance levels on merchandise are to achieve an average of 1000 Lux to a maximum of 1500 Lux.

**All light sources will meet the following criteria:**

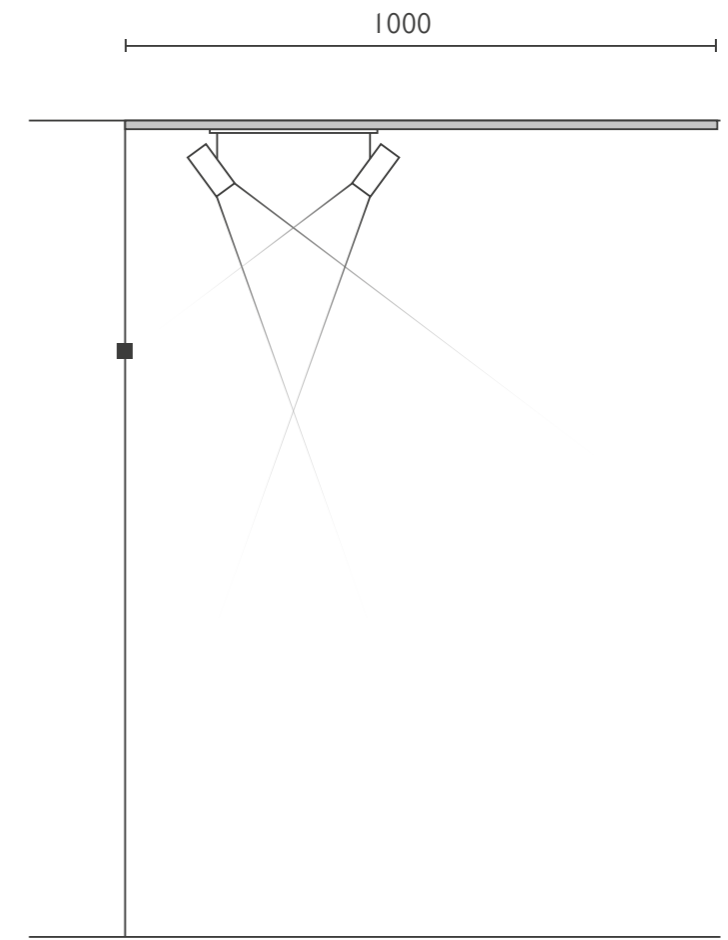
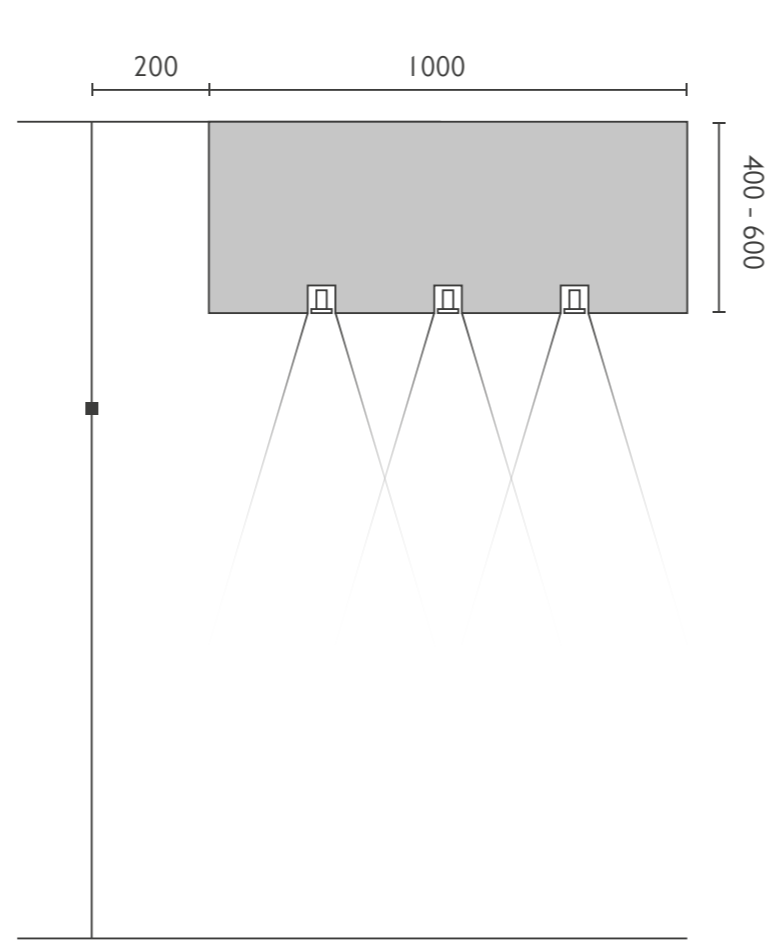
Colour Rendering Index of >85

Colour temperature of 3000K



## 4.2.2

### Heritage Catering Lighting Specification



#### Principles

Provide consistency across all catering units

#### Details

Retailers to provide adjustable recessed or track lighting at first metre of shopfront

#### Specification

Recessed Single, Twin or Track spot

#### Finish

White

#### Body

Die-cast aluminium

#### Light source

LED

#### Adjustment

Independent adjustment of each single lamp body

#### Approvals

Please contact your allocated LU Project Manager





### Design Guidelines & Codes

The following mandatory, legislative and regulatory requirements, British Standards, Codes of Practice and Best Practice professional guidance publications will form the parameters of the lighting installation:

Code for Lighting (CIBSE/SLL, 2012): Part 0: Contents and Preface	2010
Chapter 1: The Balance of Lighting	BS EN 1838, Parts 1 & 7 Lighting
Chapter 2: Indoor Workplaces	Applications – Emergency Lighting BSI, 1999Trust, 2013
Chapter 6: Energy	
Chapter 7: Construction (Design and Management) Regulations	TFL Good Practice Guide - Accessibility
BS EN 12464-1:2011 Light and Lighting – Lighting of Work Places Part 1 Indoor Work Places	ICEL Guide - ICEL 1006: Emergency Lighting Design Guide. ICEL, 1997
BS 8300:2009+A1:2010 Design Of buildings and their approaches to meet the needs of disabled people - Code of practice.	Lighting Guide 12 - Emergency Lighting Design Guide (SLL LG 12), 2006
Statutory Instrument No. 3004 The Workplace (Health Safety and Welfare) Regulations. HMSO, 1992	TFL I-0066 Category 1 standard, Lighting of London Underground Assets
IEE Wiring Regulations 16th Edition	TFL I-0085 Category 1 standard, Fire safety performance of materials
Workplace, Health Safety and Welfare Approved Code of Practice. HSC, 1992	London Underground Category 5-364 Retail Presentation in the LU environment
Building Regulations, Part L2B Conservation of Fuel and Power: HMSO,	Best Practice: The Essential Guide to Retail Lighting, BRE

### Illuminance Criteria

With reference to the design parameters and based upon previous practical experience, any proposed lighting scheme shall be designed to achieve the following design criteria unless otherwise agreed with TFL: The lighting criteria will be designed to meet the illuminance levels within 10% of the recommended minimum step change between illuminances.

Store Light Levels	Min - 200lx average	Max 600lx average
Light Source Colour Temperature	3000K	
Colour Rendering Index	> 85	
Signage Luminance	400Cd m sq Max	
Emergency Lighting	None section 12 areas	Section 12 areas
Emergency Escape Routes (Centre line of route)	1 lx minimum	15 lx average
(50% route)	0.5 lx minimum	5 lx minimum
Open Areas (Core Area excl. 500mm border)	0.5 lx	15 lx average
- shall be	Where possible all light spill of luminaires into the station areas minimised & correctly focused.	
- illuminated all the	Any lighting within the 1st metre of the store should be left while the station is operational.	

#### Note

LEDs. The actual colour temperature of a 3000k LED light source varies between manufacturers. In order to ensure consistency throughout the Luxury Rooms a baseline sample will be held by TFL for matching.



## 4.2.2

### Heritage Catering Flank Walls



#### Principles

A flank wall is the first metre of wall from the demise line

Opportunity for branding

Consider the customers approach

Flank wall design to be approved by TfL

#### Details

High quality materials to be used

Paint finish will not be permitted

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Specification

##### Extent

Shop depth over 3m: Flank wall treatment to extend for the first metre from the demise line

Shop depth less than 3m: Flank wall treatment to continue the full depth of the shop

Flank wall treatments to run full height from floor to ceiling

#### Approvals

Please contact your allocated LU Project Manager



## 4.2.2

Heritage Catering  
Flank Walls



### Materials

TfL encourages the use of high quality finishes

Paint finishes are not permitted

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.2.2

### Heritage Catering Shopfront Display



#### Principles

The presentation of the shopfront should convey the food offer and experience to the customer

Everything must have a dedicated place including equipment and product to ensure presentation to the customer is of the highest quality

#### Details

If it is unavoidable that equipment is located in the shopfront it must be setback a minimum 150mm from the shopfront

A window graphic that reflects the store concept must be applied to the inside face of the glazing to conceal views to the equipment

Maximum height of equipment in the shopfront is 1350mm (H)

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



## 4.2.2



### Heritage Catering Canopies

#### Principles

In the majority of cases canopies will not be permitted on the shopfront

Exceptions may be made for certain retail units

TfL to provide approval on canopies for retail units

#### Details

Branding to sit within zones as indicated

TfL to approve specification

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Specification

##### Material

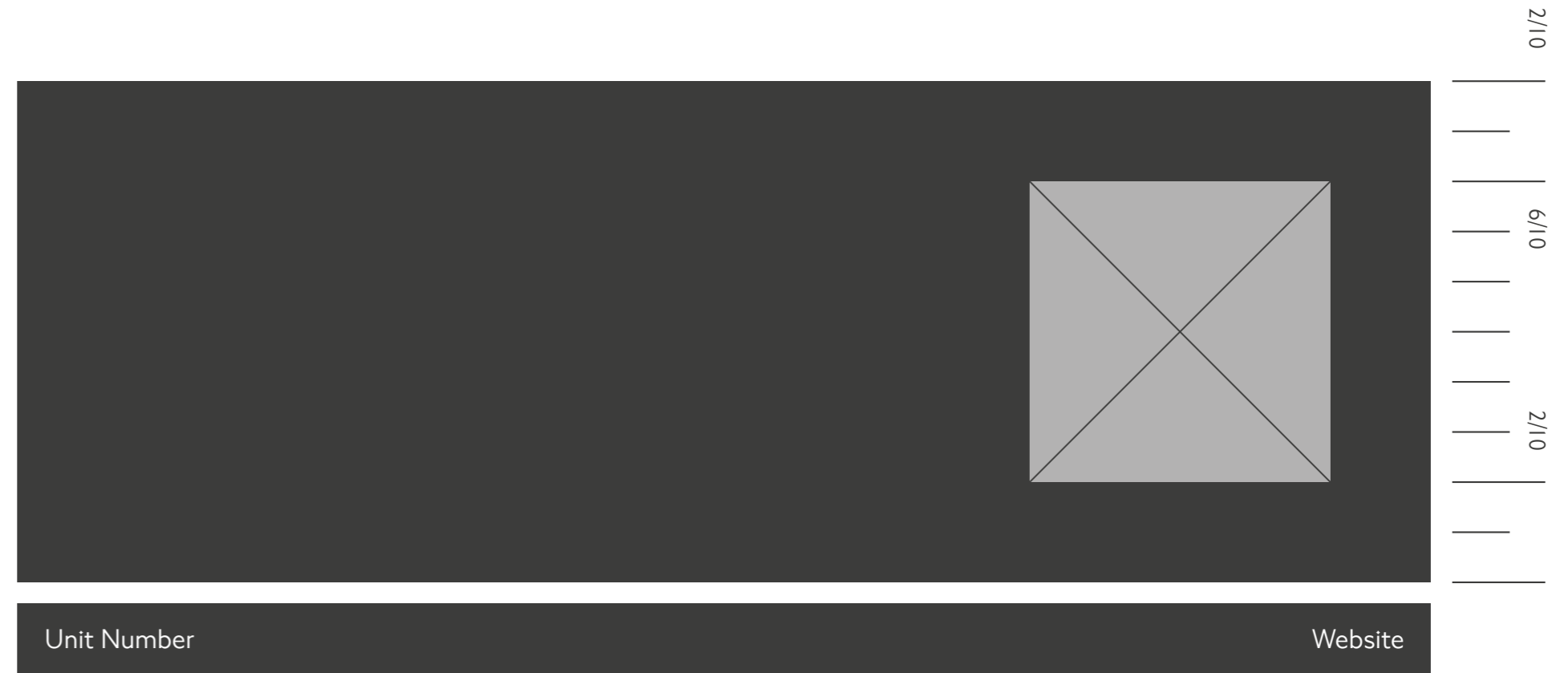
Acrylic or PVC

##### Colours

Charcoal to match  
RAL 7022

#### Approvals

Please contact your allocated LU  
Project Manager



## 4.2.2

Heritage Catering  
Equality Act 2010



### Details

Glazing should have a permanent manifestation

The manifestations should be at two heights, between 850-1000mm and between 1400 - 1600mm from the ground

Doors that are left open during opening hours are required to have a colour contrasted edge

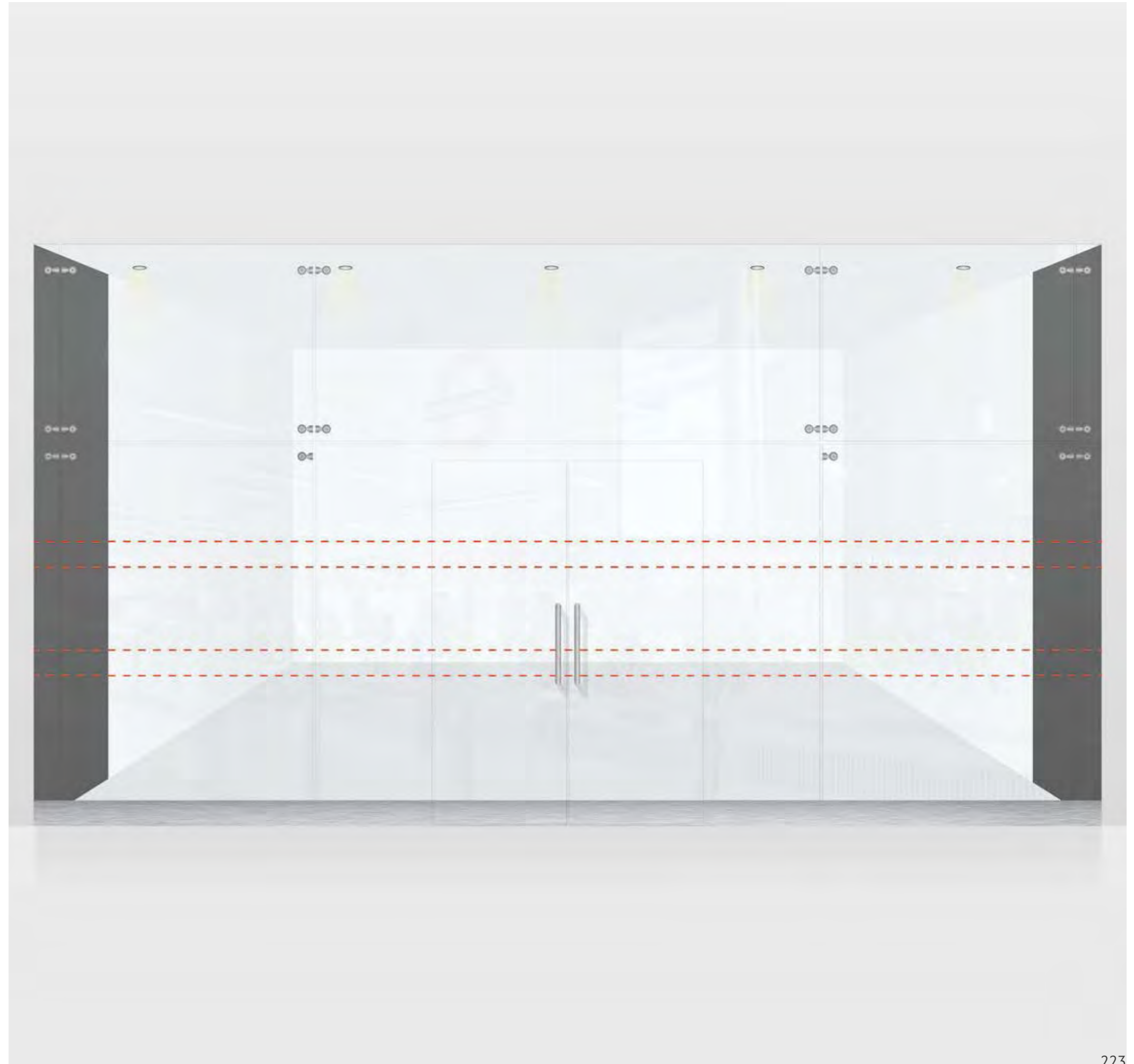
Any steps into the unit are to incorporate a colour contrast edge

Seek direction from TfL as early as possible to ensure the correct advice is sought

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager







## Interiors

Create a brand statement through creative design solutions that reflect the latest design trends. Consider the customer experience when designing.



## 4.2.2

### Heritage Catering Flooring



#### Principles

High quality materials are to be used throughout

Consider the use of inlays to highlight path of travel and seating zones

The use of a neutral colour palette for flooring is encouraged

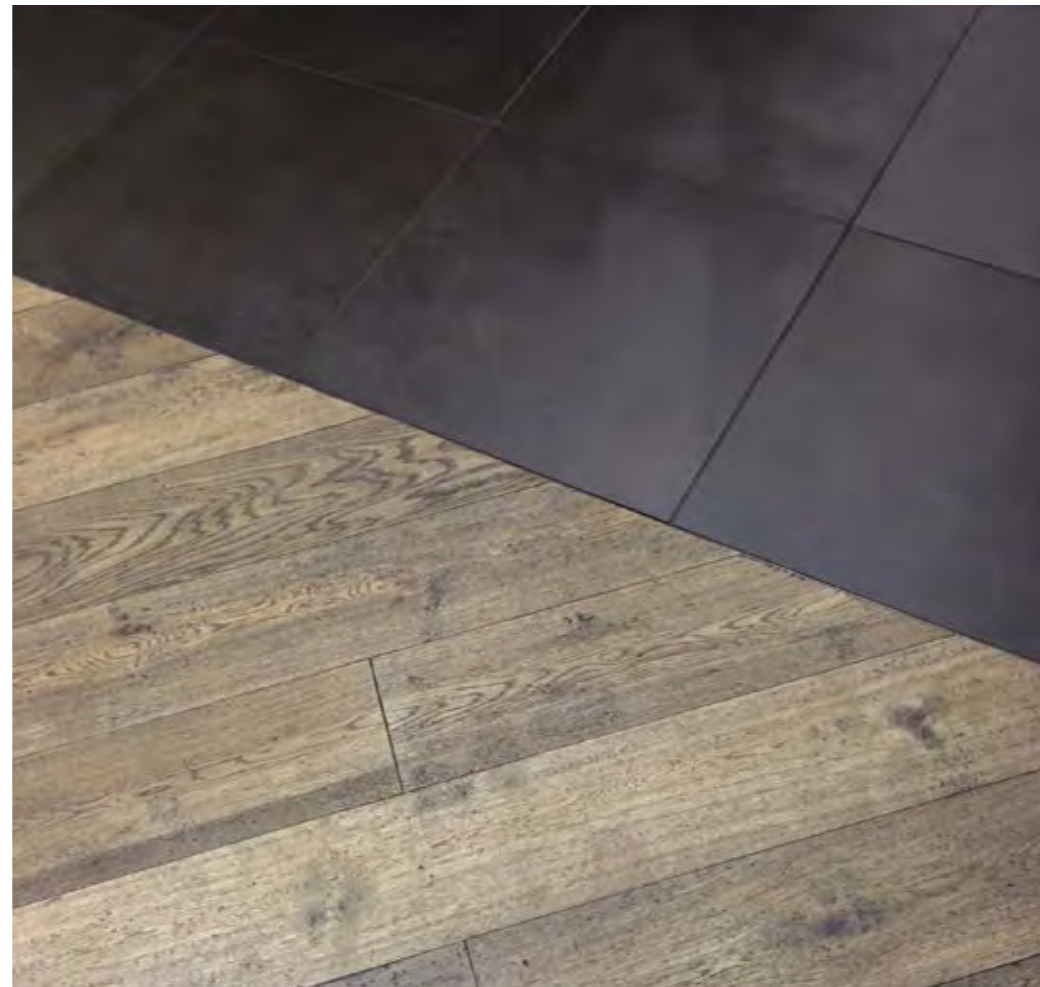
Consider the durability and ongoing maintenance

#### Detail

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



## 4.2.2

### Heritage Catering Ceiling & Services



#### Principles

High quality materials are to be used throughout the ceiling

Consider how ceiling features can be used to highlight merchandise

Consider the use of textures to create interest

Consider how lighting & services are incorporated into the ceiling design

#### Detail

Consider the appearance and location of air conditioning system, sprinkler fittings and sounds systems when designing the ceiling

Exposed ceilings are acceptable. Note that services require thorough detailing to avoid looking untidy

Ceiling tiles are not permitted

Heritage features to be retained and made good

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



# 4.2.2

## Heritage Catering Interior Elements



### Principles

- Create a dining experience for the customer
- Highlight the drama of food preparation
- Tell a story and create a journey for the customer
- High quality durable finishes are essential
- Consider the flow of customers and staff throughout the space
- Consider the acoustics of the space
- Neutral finishes palettes are encouraged
- Brand colours used as a highlight is encouraged
- All products associated with food offer to have a designated location. Loose items are not permitted on counter tops

### Detail

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.2.2

### Heritage Catering Furniture



#### Principles

Make a statement with furniture selections

Consider a variety of seating styles formed from different materials to create interest

Consider upholstery selections to ensure durability and ongoing maintenance

#### Detail

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



## 4.2.2



### Heritage Catering Seating Zone



#### Principles

Seating zones are to be an extension of the interior

Entice the customer inside with an inviting space

Ensure there is adequate space for customers and staff to move throughout the space

Allow a clear path to the entry

Consider integrating additional branding into screening elements

#### Details

Canvas balustrades are not permitted

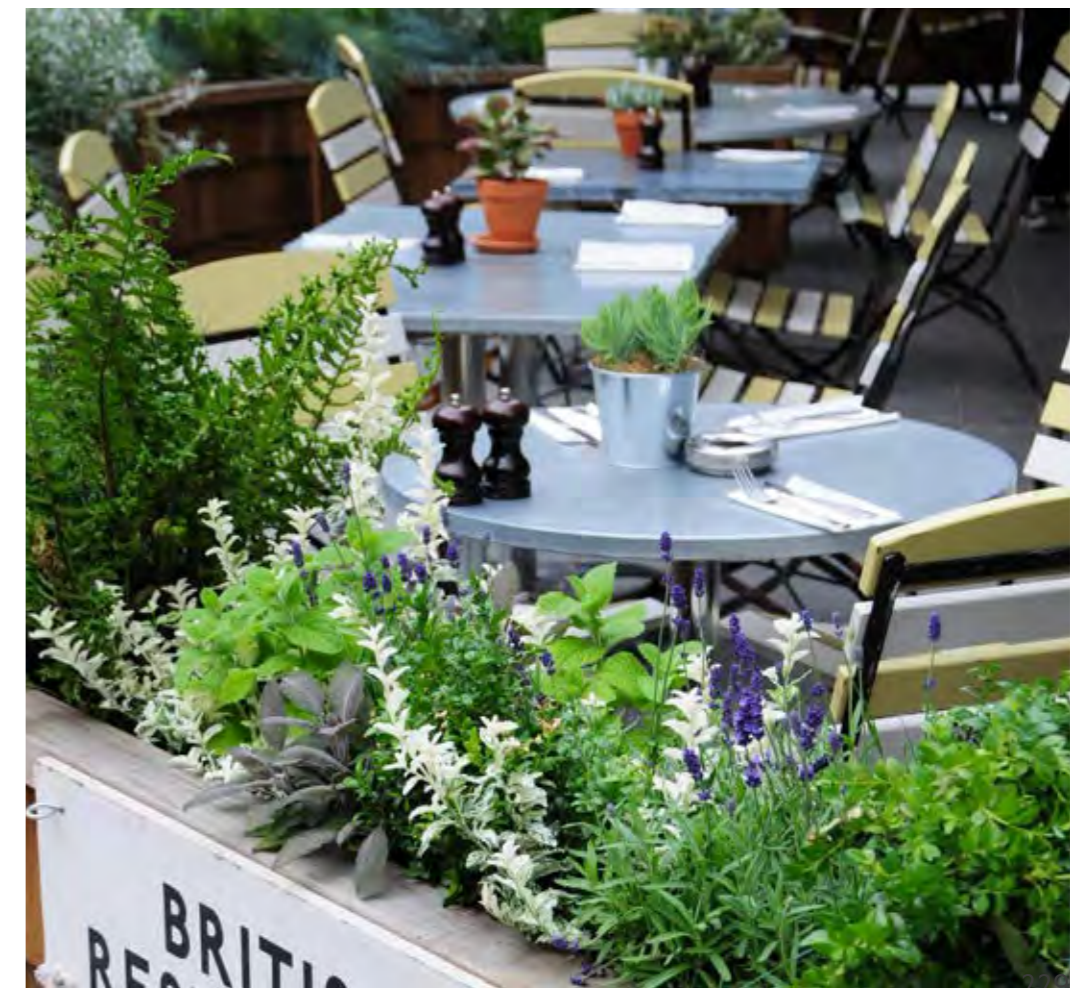
Maximum screening height is 1000mm

To be made from high quality materials of a robust and durable nature

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



## 4.2.2

Heritage Catering  
Product Display



### Principles

Make food the hero

Everything must have a designated space

Excessive loose display units are not permitted on the counter tops

### Detail

All materials must be LU compliant

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your TfL retail delivery representative.

[approvals@tfl.co.uk](mailto:approvals@tfl.co.uk)



## 4.2.2

### Heritage Catering The Four Layers



#### Principles

The principles of using layers of light should be used within the retail environment to create visual interest by implementing contrast ratios and composition.

In all retail areas the lighting should be built up in the layers of: ambient, accent, orientation and feature to add depth and drama to spaces whilst being a powerful tool to aid passenger flows, create highlighted areas and make way-finding more intuitive.

The successful implementation of any lighting scheme depends on how the layers are blended together to create contrast and balance.

Examples of different layers of light are as follows:

#### Details

The criteria listed below should apply to all stores unless otherwise stated by London Underground.

Creative and unique installations are encouraged.

All luminaires should be glare free with the light source concealed from view at all times. A maximum angle 30° from vertical is recommended for adjustable luminaires to help ensure this.

LED and metal halide light sources shall be given preference over other types of luminaire and should be used wherever appropriate.

Other lamp types can be used if required providing they meet the necessary illuminance and energy criteria.

If fluorescent lighting is to be used this should be done in a concealed application either through shielding the source from view through an architectural detail (coves or coffers) or behind a diffusing panel.

Integrated display lighting is encouraged and in these instances care should be taken to ensure that there is no visual exposure of the light source.

Accent; spotlight on specific merchandise

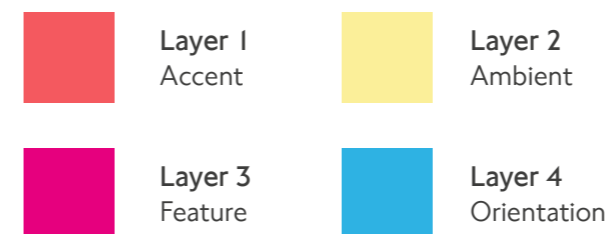
Ambient; general homogeneous illumination for functionality

Feature; key elements such as chandeliers to create visual interest

Navigation; illuminated signage and wayfinding

By balancing layers of light it is possible to achieve better illumination to merchandise, as well as the overall composition, while still maintaining good levels of contrast.

By utilising new lamp technology and reducing the variety of luminaires and lamps, both maintenance and life-cycle cost could be improved and offset capital cost.







## Pop-up Shops

Pop-ups are shops that have a lease term of 6 months or less.

This section looks at pop-up shops defining the design principles that will guide retailers to designing and implementing store fit outs that align with the vision for TfL retail.

Pop-up shops are unique and this should be reflected in all elements of the store design.

## 4.2.3

Heritage Pop-ups  
Large unit



### Elements to consider

- 01 Glazing
- 02 Ceiling
- 03 Branded Flank Walls
- 04 Shop First Metre
- 05 Primary Signage
- 06 Doors
- 07 Demise Screens & Furniture
- 08 A-Board



## 4.2.3

Heritage Pop-ups  
Large unit with demise wall



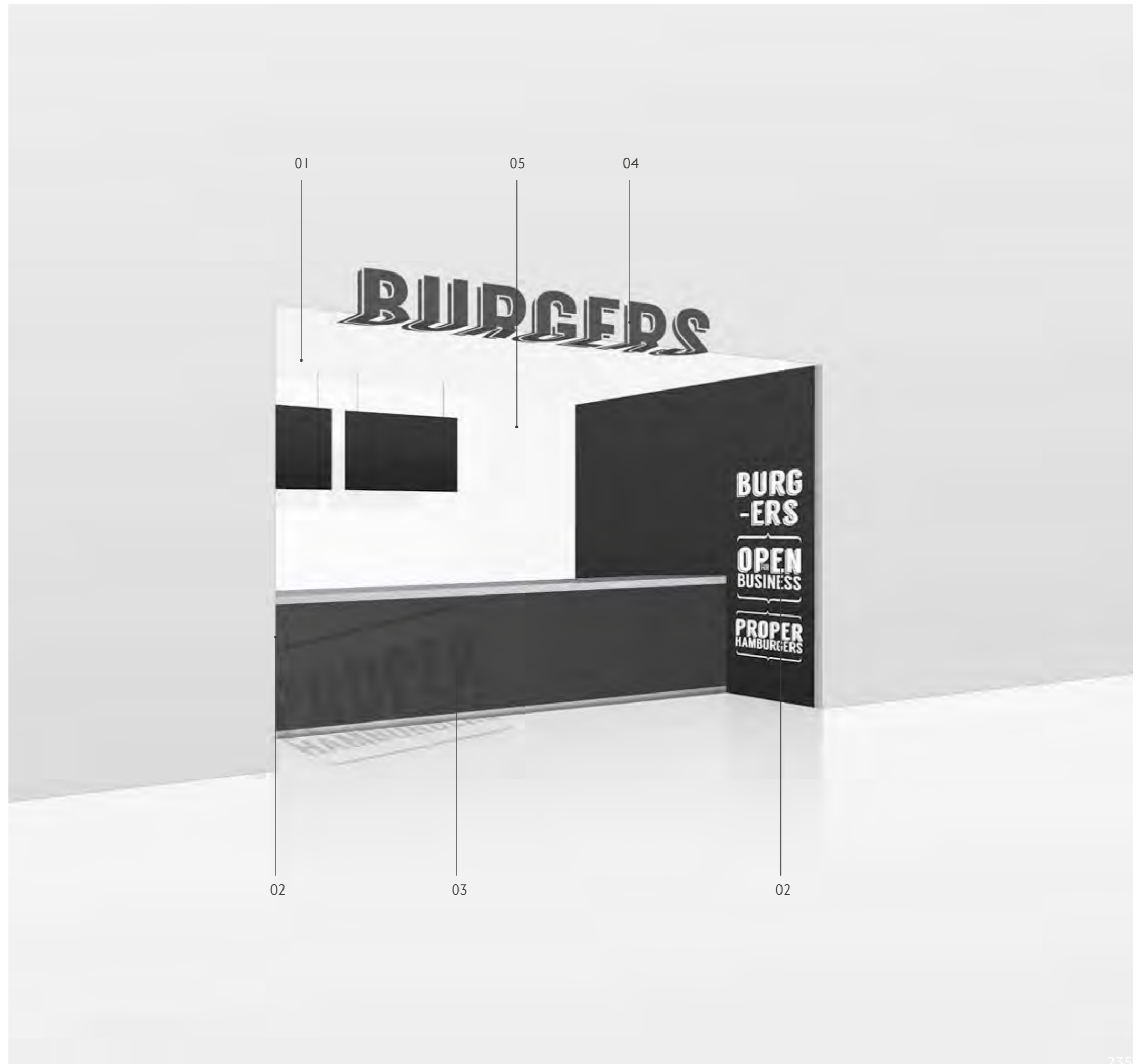
### Elements to consider

- 01 Glazing
- 02 Flooring
- 03 Ceiling
- 04 Branded Flank Walls
- 05 Shop First Metre
- 06 Primary Signage
- 07 Doors



## 4.2.3

Heritage Pop-ups  
Over counter unit



### Elements to consider

- 01 Ceiling
- 02 Branded Flank Walls
- 03 Counter / Display
- 04 Primary Signage
- 05 Back wall treatment



# 4.2.3

Heritage Pop-ups  
Good Examples





## Signage

Pop-up signage is encouraged to be unique and exciting for the customer, drawing their attention and highlighting that there is limited time to take advantage of the offer.



## 4.2.3



Heritage Pop-ups  
Primary signage



### Details

Primary signage is encouraged to be unique

Consider the existing shopfront architecture and integrate signage

Consider use of materials

All materials to be LU compliant

TfL to approve all signage design and application to shopfront

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.2.3

Heritage Pop-ups  
Additional branding  
to Shopfront



### Principles

Additional branding on the shopfront must be creative and reflect the brand

Additional branding must retain views into the store

### Details

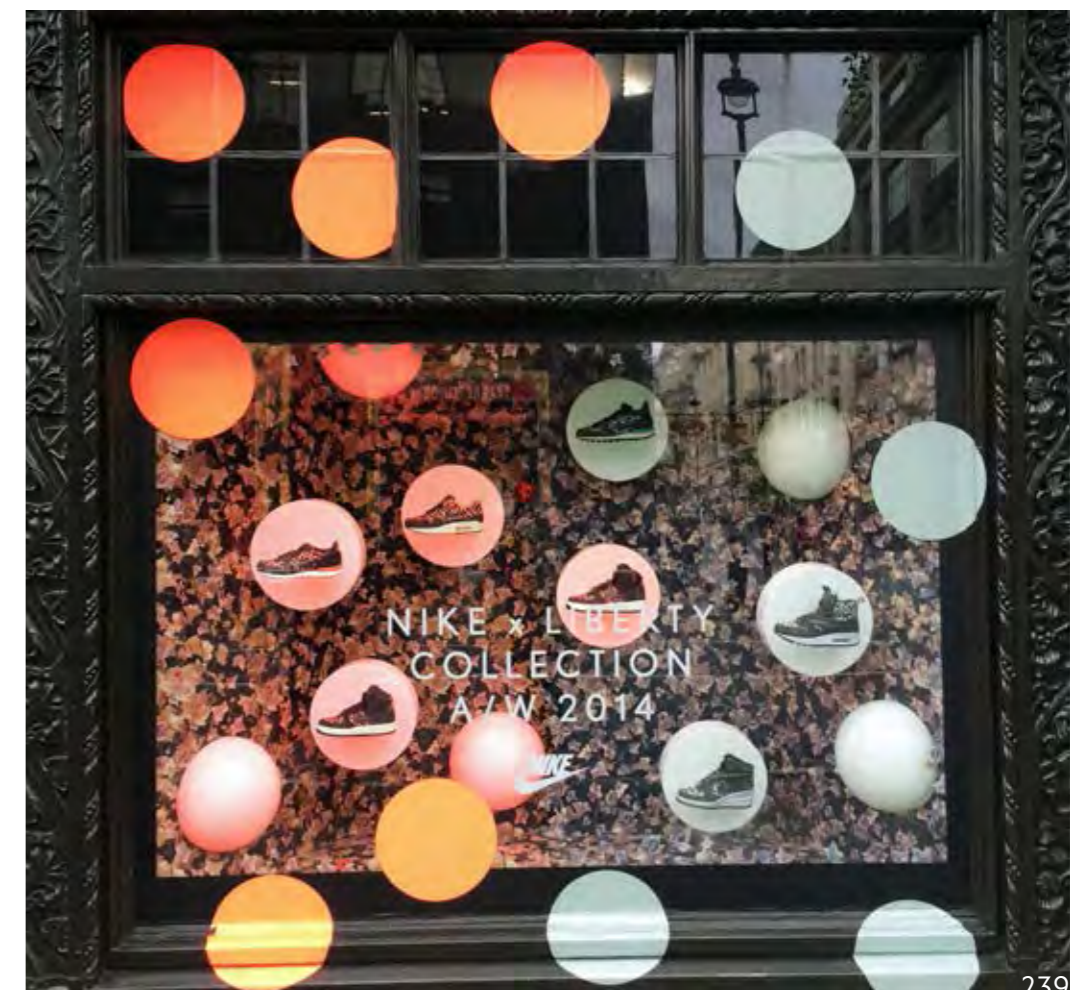
Additional branding on the shopfront must not exceed 25% coverage

Additional branding must be applied to the inside face of the shopfront

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager





## 4.2.3

Heritage Pop-ups  
Additional Advertising



### Principles

- The number of additional POS posters to be limited
- Posters to be hung in designated spaces
- Posters to be hung at eye level of customer

### Details

- Posters to be housed within high quality frames or hung using high quality wire suspension system
- Posters are to be set 150mm back from shopfront glazing
- Posters are not to be stuck directly to walls, joinery or shopfront
- All materials must be LU compliant
- All materials used in a Section 12 classified retail unit are to comply with section 12

### Approvals

- Please contact your TfL retail delivery representative.
- [approvals@tfl.co.uk](mailto:approvals@tfl.co.uk)



Posters at rear



Posters on shopfront



## 4.2.3

Heritage Pop-ups  
High Ceiling Blade Signage



### Design of blade sign

The use of blade signs is dependant on site conditions

TfL to define if blade signs are suitable and if so TfL to define blade sign type

The design of blade sign with be dependant on the Heritage station. Your LU project manager will advise on the requirements of your blade sign

### Specification High Ceiling

#### Application

Framework to be fixed to landlord pilaster. TfL to approve fixing method

#### Size

To be determined by LU Project Manager

#### Material

Anodised bronze metal

#### Finish

Preference 1

Black Florentine & Waxed on Brass

Preference 2

Polyester powdercoated finish to signage and bar. Finished to be Inver 65656 PE/P/HD FTX MIC

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Graphic Panel

Branding to be centred on panel

### Approvals

Please contact your allocated LU Project Manager





## Hoarding

Retailers are encouraged to create bold statements on their hoarding designs that reflect the brand.

Attract the customers attention and take the opportunity to identify store opening dates.



## 4.2.3

Heritage Pop-ups  
Hoarding Graphics



Applied to glazing

### Principles

- Reflect your brand identity
- Attract the attention of the customer
- Identify store opening dates

### Details

- TfL to approve hoarding graphic design prior to installation
- TfL to specify whether graphic to be applied to glazing or hoarding structure
- All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

- Please contact your allocated LU Project Manager



Applied to hoarding



## Entry Zone

The first metre of all retail units is a controlled zone in order to maintain the quality of the retail presentation. Quality finishes and a controlled branding zone creates framework for retailers to inject their brand identity.



## 4.2.3

### Heritage Pop-ups Lighting Principles



#### Principles

The lighting of the store front is a key element in enforcing the brand identity and in creating an interesting and inviting shop front that will draw customers into the store.

While it is important not to place any unnecessary restrictions on these areas so that the use of creative and interesting displays is not discouraged it is key that any lighting within these zones be carefully controlled so as not to create any light pollution into the station itself.

While some spill light into the station is inevitable this should always be designed so that the additive light never exceeds 150lx within a one-meter zone around the stores boundary.

#### Details

To ensure that all shop front lighting within the station environment is consistent and works with the aesthetic the following should be applied:

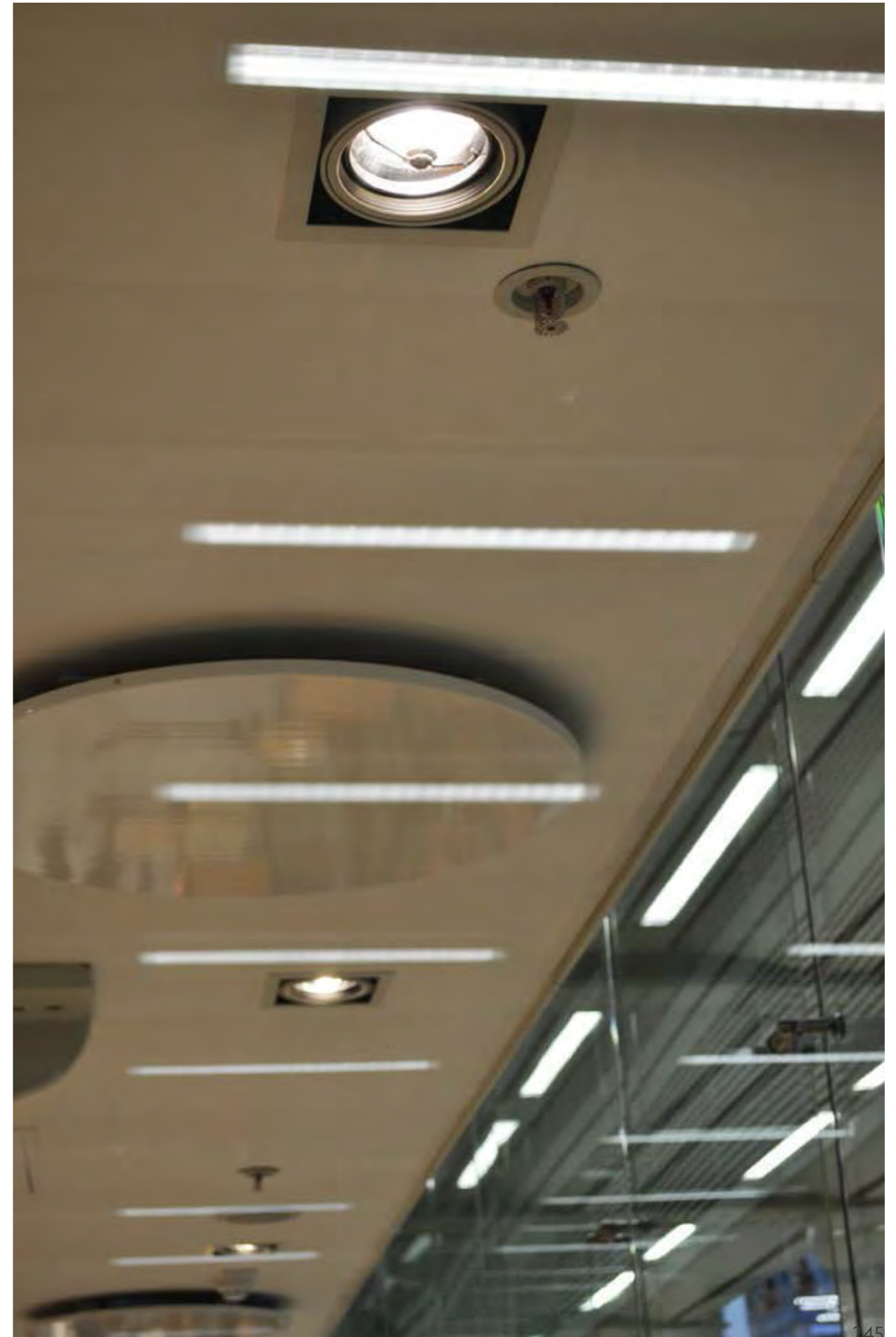
All luminaires should be aimed into the store and displays to prevent any issues with glare any reduce any spill light into the station.

All display lighting as well as any lighting within the first metre of the store should be controlled separately to the rest of the store and should be left illuminated all the while the station is operational.

All lighting should have a colour temperature of 3000K unless being used for illuminated signage or within back illuminated displays, which should have a temperature of 4000K.

Decorative luminaires and lighting installations are encouraged however at no point should strobe, spinning or fast chase effects be used

All lights sources and lamps should be shielded from view at all times for both in direct and indirect lighting applications.



## 4.2.3

Heritage Pop-ups  
Lighting Technical



### Principles

All equipment supplied shall comply with the relevant local norms, and be capable of installation in accordance with the manufacturers' instructions.

The lighting installation shall be designed to utilise luminaires selected from manufacturers' standard ranges. Special and variant luminaires must be approved by the Landlord.

Where gear or transformers are installed remotely care should be taken to ensure that they are easily accessible for maintenance. High frequency electronic control gear shall be employed as standard to eliminate stroboscopic effects, improve lamp life and maximise energy efficiency.

Lamp luminaire combinations shall be selected to conform to the Part L requirements.

LED technology shall be given preference and used wherever appropriate.

Illuminance levels on merchandise are to achieve an average of 1000 Lux to a maximum of 1500 Lux.

**All light sources will meet the following criteria:**

Colour Rendering Index of >85

Colour temperature of 3000K

### Details

While LED technology shall be given preference this will not be suitable for all applications.

The latest LED technology has a typical maximum lumen output of 5000 lumens and does still not compete (or compare) with high-powered ceramic metal halide lamp sources above 50W. With this in mind there may also be opportunities for using such technologies, however consideration should be given to 'warm-up and re-strike' times as such lamps are not 'instant on' and are extremely difficult to dim.

In addition to this both linear and spotlight LED chips are inherently 'directional' sources so in instances where a softer quality of illumination is required, fluorescent technology may be more appropriate.



## 4.2.3

### Heritage Pop-ups Lighting Specification



#### Principles

Provide consistency across all retail units

#### Details

The extent of new lighting or upgrade of existing lighting is to be discussed with your assigned LU Project Manager and agreed on a case by case basis as requirements are dependant to length of lease

If new lighting is to be installed, the following is recommended unless a more suitable option is provided in line with the unit design

#### Specification

Recessed Single, Twin or Track spot

#### Finish

White

#### Body

Die-cast aluminium

#### Light source

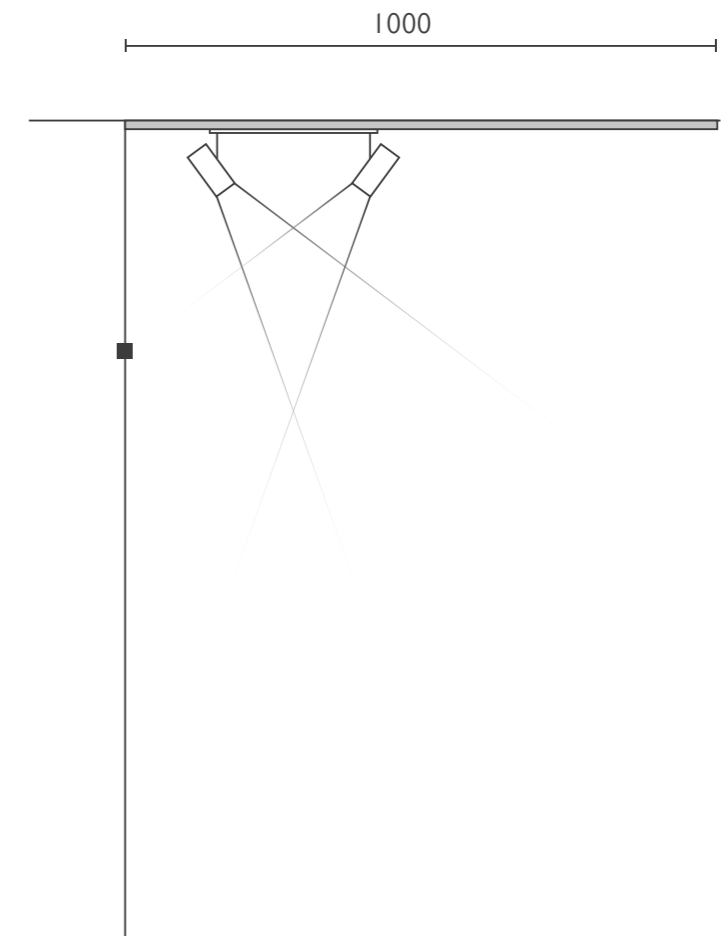
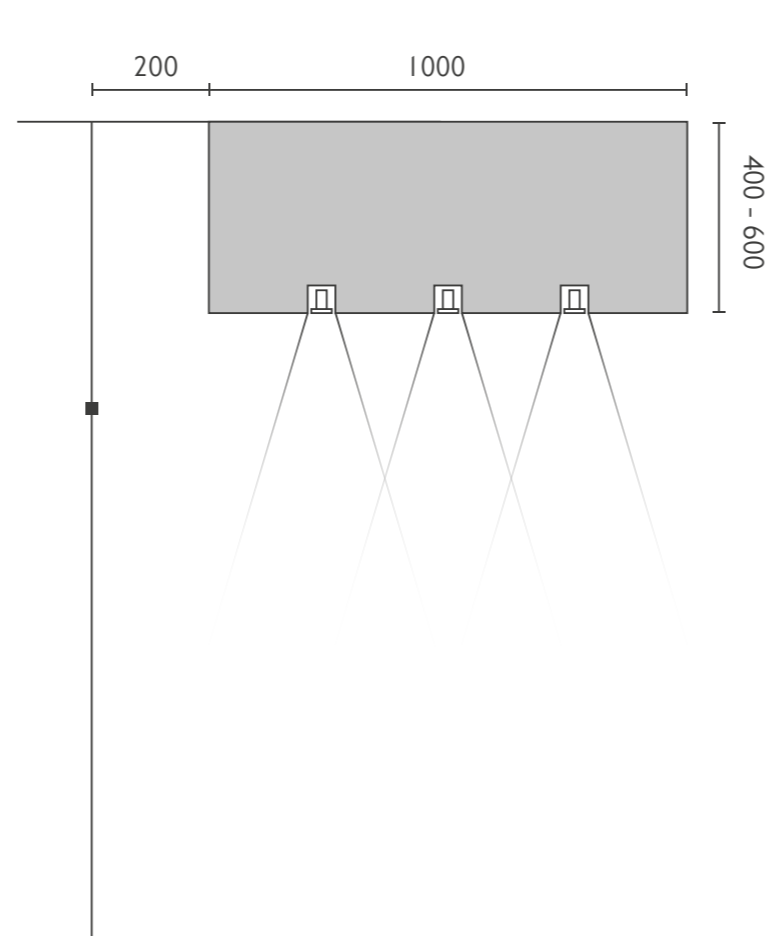
LED

#### Adjustment

Independent adjustment of each single lamp body

#### Approvals

Please contact your allocated LU Project Manager



Single Recessed Gimbal



Twin Recessed Gimbal



Track Spot







## Design Guidelines & Codes

The following mandatory, legislative and regulatory requirements, British Standards, Codes of Practice and Best Practice professional guidance publications will form the parameters of the lighting installation:

Code for Lighting (CIBSE/SLL, 2012): Part 0: Contents and Preface	2010
Chapter 1: The Balance of Lighting	BS EN 1838, Parts 1 & 7 Lighting
Chapter 2: Indoor Workplaces	Applications – Emergency Lighting BSI, 1999Trust, 2013
Chapter 6: Energy	
Chapter 7: Construction (Design and Management) Regulations	TFL Good Practice Guide - Accessibility
BS EN 12464-1:2011 Light and Lighting - Lighting of Work Places Part 1 Indoor Work Places	ICEL Guide - ICEL 1006: Emergency Lighting Design Guide. ICEL, 1997
BS 8300:2009+A1:2010 Design Of buildings and their approaches to meet the needs of disabled people - Code of practice.	Lighting Guide 12 - Emergency Lighting Design Guide (SLL LG12), 2006
Statutory Instrument No. 3004 The Workplace (Health Safety and Welfare) Regulations. HMSO, 1992	TFL I-0066 Category 1 standard, Lighting of London Underground Assets
IEE Wiring Regulations 16th Edition	TFL I-0085 Category 1 standard, Fire safety performance of materials
Workplace, Health Safety and Welfare Approved Code of Practice. HSC, 1992	London Underground Category 5-364 Retail Presentation in the LU environment
Building Regulations, Part L2B Conservation of Fuel and Power: HMSO,	Best Practice: The Essential Guide to Retail Lighting, BRE

## Illuminance Criteria

With reference to the design parameters and based upon previous practical experience, any proposed lighting scheme shall be designed to achieve the following design criteria unless otherwise agreed with TFL: The lighting criteria will be designed to meet the illuminance levels within 10% of the recommended minimum step change between illuminances.

Store Light Levels	Min - 200lx average	Max 600lx average
Light Source Colour Temperature	3000K	
Colour Rendering Index	> 85	
Signage Luminance	400Cd m sq Max	
Emergency Lighting	None section 12 areas	Section 12 areas
Emergency Escape Routes (Centre line of route)	1 lx minimum	15 lx average
(50% route)	0.5 lx minimum	5 lx minimum
Open Areas (Core Area excl. 500mm border)	0.5 lx	15 lx average
- shall be	Where possible all light spill of luminaires into the station areas minimised & correctly focused.	
- illuminated all the	Any lighting within the 1st metre of the store should be left while the station is operational.	

### Note

LEDs. The actual colour temperature of a 3000k LED light source varies between manufacturers. In order to ensure consistency throughout the Luxury Rooms a baseline sample will be held by TFL for matching.



## 4.2.3

Heritage Pop-ups  
Flank Walls



### Principles

A flank wall is the first metre of wall from the demise line

Opportunity for branding

Consider the customer's approach

Flank wall design to be approved by TfL

### Details

High quality materials to be used

Paint finish will not be permitted

All materials used in a Sub-Surface classified retail units are to comply with S1086 Fire Safety Classification of Stations

### Specification

#### Extent

Shop depth over 3m: Flank wall treatment to extend for the first metre from the demise line

Shop depth less than 3m: Flank wall treatment to continue the full depth of the shop

Flank wall treatments to run full height from floor to ceiling

### Approvals

Please contact your allocated LU Project Manager



## 4.2.3

Heritage Pop-ups  
Flank Walls



### Materials

TfL encourages the use of high quality finishes

Paint finishes are not permitted

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.2.3

Heritage Pop-ups  
Equality Act 2010



### Details

Glazing should have a permanent manifestation

The manifestations should be at two heights, between 850-1000mm and between 1400 - 1600mm from the ground

Doors that are left open during opening hours are required to have a colour contrasted edge

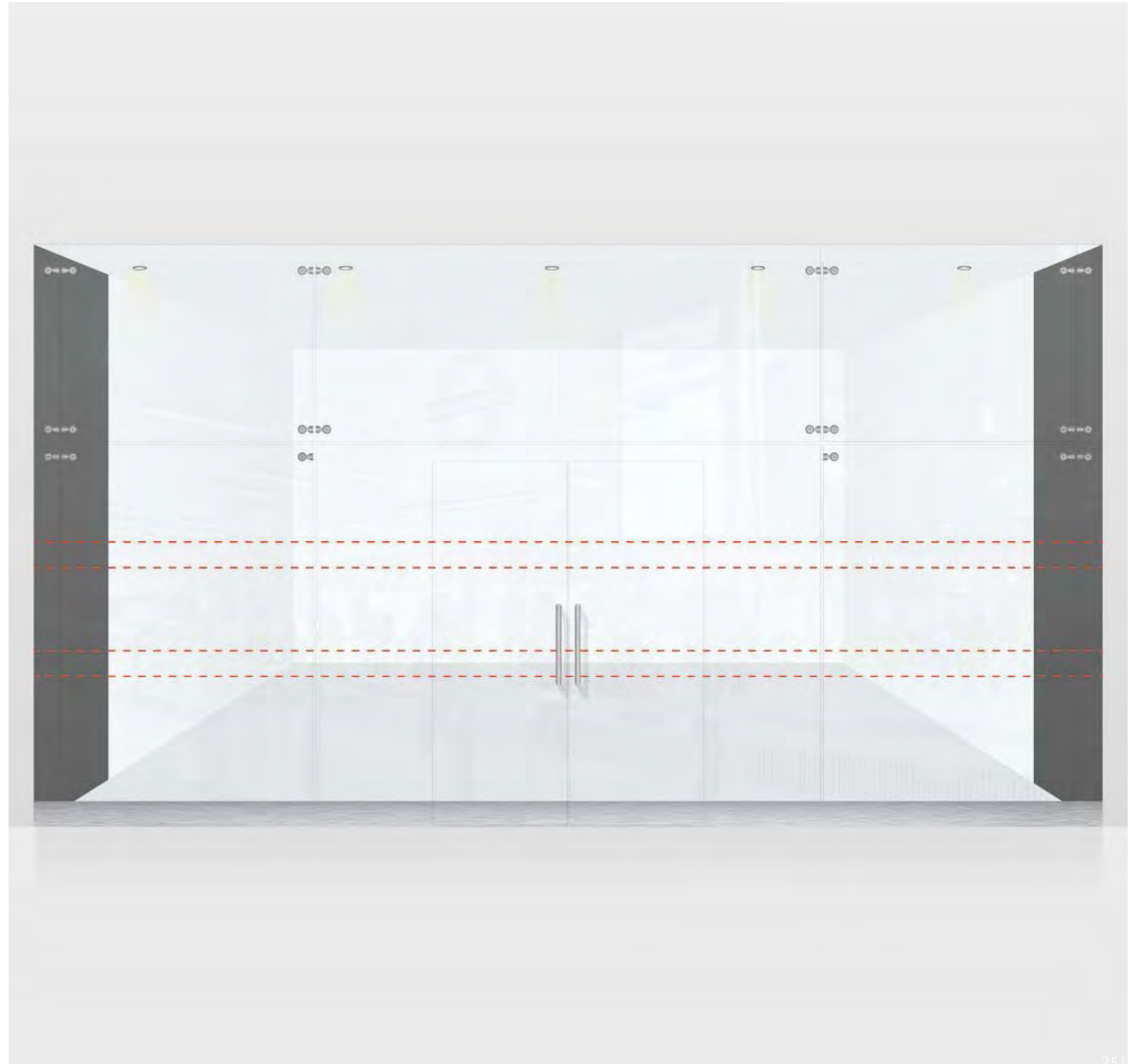
Any steps into the unit are to incorporate a colour contrast edge

Seek direction from TfL as early as possible to ensure the correct advice is sought

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager





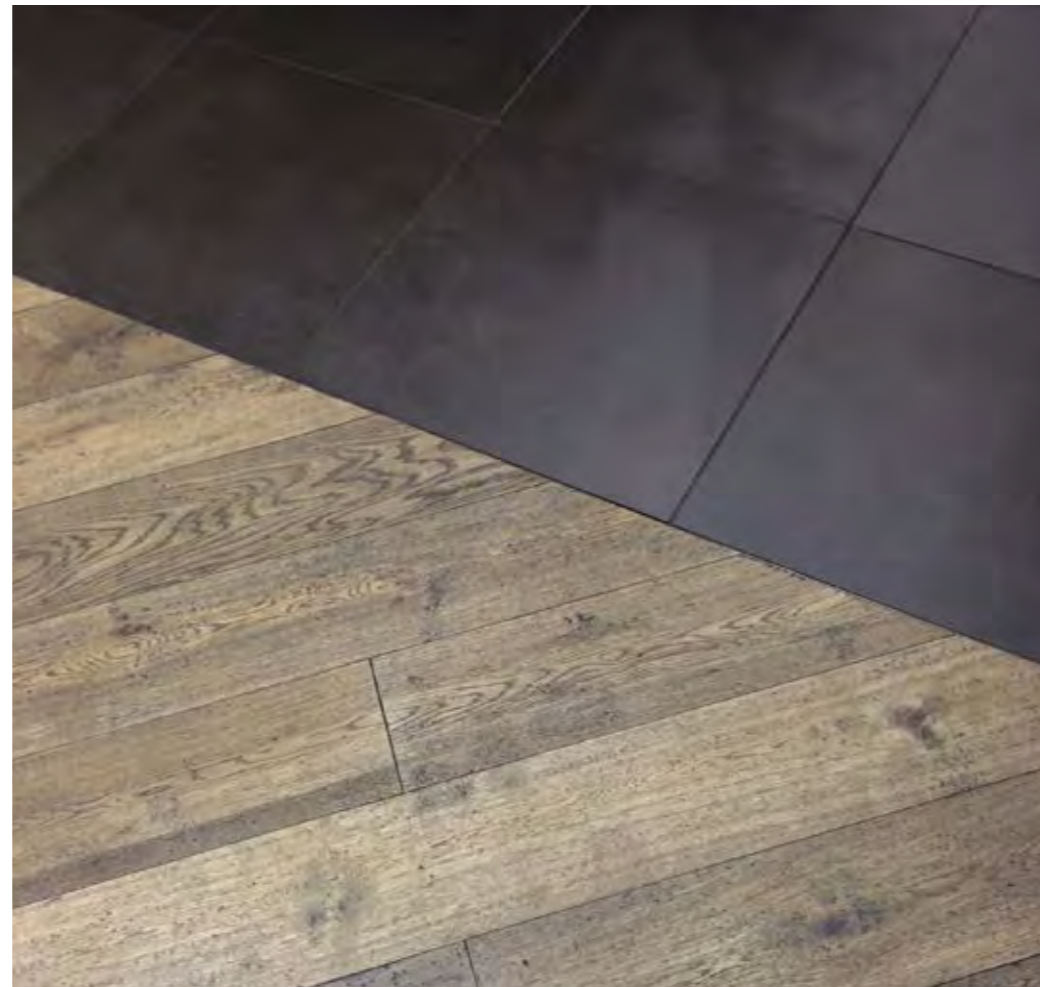
## Interiors

Create a brand statement through creative design solutions that reflect the latest design trends. Engage with the customer through imaginative visual merchandising & quality materials.



## 4.2.3

### Heritage Pop-ups Flooring



#### Principles

If retaining all or part of existing flooring please ensure deep clean of existing is carried out

Where new flooring is being laid, ensure high quality materials are used

Consider the use of inlay to highlight merchandising and/or path of travel

Consider the durability and ongoing maintenance

#### Detail

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



## 4.2.3

Heritage Pop-ups  
Ceiling & Services



### Principles

If retaining all or part of existing ceiling please ensure deep clean of existing is carried out

High quality materials are to be used throughout the ceiling

Create a statement with the ceiling design

Consider how ceiling features can be used to highlight product

Consider the use of textures to create interest

Consider how lighting & services are incorporated into the ceiling design

### Detail

Consider the appearance and location of air conditioning system, sprinkler fittings and sounds systems when designing the ceiling

Exposed ceilings are acceptable. Note that services require thorough detailing to avoid looking untidy

Ceiling tiles and egg crate ceilings are not permitted

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.2.3

### Heritage Pop-ups Interior Elements



#### Shop Principles

Tell a story and create a journey for the customer

Consider the flow of customers and staff throughout the space

Neutral finishes palettes are encouraged.

Brand colours are to be used as a highlight

#### Additional Catering Principles

Create a dining experience for the customer

Highlight the drama of food preparation

All products associated with food offer to have a designated location. Loose items are not permitted on counter tops

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager





## 4.2.3

Heritage Pop-ups  
Furniture



### Principles

Make a statement with furniture selections

Consider a variety of seating styles formed from different materials to create interest

Consider durability and maintenance

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 4.2.3

### Heritage Pop-ups Seating Zone



#### Principles

Seating zones are to be an extension of the interior

Entice the customer inside with an inviting space

Ensure there is adequate space for customers and staff to move throughout the space

Allow a clear path to the entry

Consider integrating additional branding into screening elements

#### Details

Canvas balustrades are not permitted

Maximum screening height is 1000mm

To be made from high quality materials of a robust and durable nature

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



## 4.2.3

### Heritage Pop-ups Product Display



#### Principles

Everything must have a designated space

Excessive loose display units are not permitted on the counter tops

#### Details

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



## 4.2.3

Heritage Pop-ups  
The Four Layers



### Principles

The principles of using layers of light should be used within the retail environment to create visual interest by implementing contrast ratios and composition.

In all retail areas the lighting should be built up in the layers of: ambient, accent, orientation and feature to add depth and drama to spaces whilst being a powerful tool to aid passenger flows, create highlighted areas and make way-finding more intuitive.

The successful implementation of any lighting scheme depends on how the layers are blended together to create contrast and balance.

Examples of different layers of light are as follows:

### Details

The criteria listed below should apply to all stores unless otherwise stated by London Underground.

Creative and unique installations are encouraged.

All luminaires should be glare free with the light source concealed from view at all times. A maximum angle 30° from vertical is recommended for adjustable luminaires to help ensure this.

LED and metal halide light sources shall be given preference over other types of luminaire and should be used wherever appropriate.

Other lamp types can be used if required providing they meet the necessary illuminance and energy criteria.

If fluorescent lighting is to be used this should be done in a concealed application either through shielding the source from view through an architectural detail (coves or coffers) or behind a diffusing panel.

Integrated display lighting is encouraged and in these instances care should be taken to ensure that there is no visual exposure of the light source.

Accent; spotlight on specific merchandise

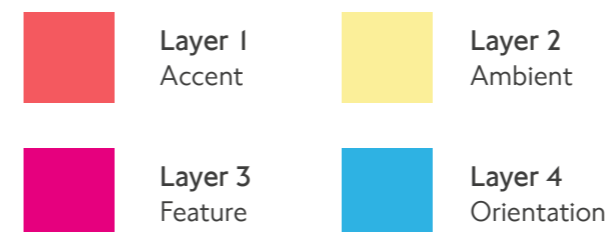
Ambient; general homogeneous illumination for functionality

Feature; key elements such as chandeliers to create visual interest

Navigation; illuminated signage and wayfinding

By balancing layers of light it is possible to achieve better illumination to merchandise, as well as the overall composition, while still maintaining good levels of contrast.

By utilising new lamp technology and reducing the variety of luminaires and lamps, both maintenance and life-cycle cost could be improved and offset capital cost.





## Kiosks

The kiosk design has been developed to reflect the architectural design principles of the stations. A consistent form and finish to the kiosk ensures it forms a part of the architecture while clear glazing to the front of the unit and illuminated signage allows the retailers brand identity to be at the forefront.



## 3.2.4

Heritage Kiosks  
Elements to consider



### Elements to consider

- 01 Framework
- 02 Bulkhead
- 03 Ceiling
- 04 Internal walls
- 05 External walls
- 06 Primary Signage
- 07 Brand Messaging
- 08 Poster/tv display



# 3.2.4

Heritage Kiosks  
Good Examples





## Shopfront

A clear and open shopfront that brings the retail fitout to the forefront of the station will be achieved with the clear glazing and open shopfront to the kiosk.





## 3.2.4

Heritage Kiosks  
Security & Roller Shutter



### Principles

TfL branded roller shutter for consistency

Security measures are to be concealed wherever possible

### Details

Roller shutter will be provided to the front of the unit by TfL

Tills to be integrated into the counter

If not provided elsewhere, provide staff with a location to securely lock away personal belongings

Security systems are to be fully integrated into kiosk

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Materials

Finish of the kiosk to reflect the period of the station. You LU Project Manager to advise

### Approvals

Please contact your allocated LU Project Manager





## Signage

A contemporary illuminated signage design with clean lines provides consistency across the kiosk frontages while retaining the retailers brand identity.



## 3.2.4

Heritage Kiosks  
Primary Signage



### Selection of signage system

Signage type is dependant on site conditions

TfL to define required signage type for station

### Details

Letter height and width to be determined dependant on site conditions

Ensure amp source is always hidden from view

Ensure no visible spotting or stripping on any diffuse surface

### Specification

#### Application

Individual letters bonded to glazed panel

#### Height

Site specific

#### Width

Site specific

#### Depth

40mm overall

#### Finish

Preference 1

Black Florentine & Waxed on Brass

Preference 2

Polyester powdercoated finish to signage and bar. Finished to be Inver 65656 PE/P/HD FTX MIC

Your allocated LU Project Manager will advise which material finish option is suitable for your retail unit

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager



## 3.2.4

### Heritage Kiosks Secondary Signage



#### Principles

- Consistency across all kiosk units
- Controlled signage zone
- Flexibility for change in retailer

#### Details

- Retailers responsible for providing a full height sheet of vinyl with the logo/brand cut out
- Retailer responsible for providing opal vinyl sheet to rear of logo/brand cut out to conceal views to illumination
- TfL to provide open topped tray with LED illumination to illuminate logo/brand

#### Specification

##### Full height vinyl

- 3M vinyl
- Black Olive Matte 100 – 2290

##### Opal vinyl

- Details to be provided

##### Dimensions

- Details to be provided by TfL

##### Materials

- All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

- Please contact your allocated LU Project Manager



## 3.2.4

### Heritage Kiosks Brand Messaging



#### Principles

Provide the retailer with additional brand messaging opportunities in a consistent format

Brand messaging must be creative and reflect the brand

#### Details

Retailer is responsible for supplying and installing a full bleed graphic to the inside face of the glazed panel

Panel to be backlit with LED's, supplied by TfL

Brand messaging is to be reviewed and approved by the TfL delivery team

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



## 3.2.4

### Heritage Kiosks Window Display



#### Principles

Create interesting displays that attract customers

Retain clear views into the store

Evolving and changing displays reflecting seasons and trends are encouraged

#### Details

Posters are not permitted to be applied to the shopfront

Posters and screens are to be hung using high quality wire suspension system

Posters to be set 100 - 150mm back from the shopfront glazing

All cabling and services in the shopfront window display must be concealed. Consider the location of power supply

All materials must be LU compliant

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your TfL retail delivery representative.

[approvals@tfl.co.uk](mailto:approvals@tfl.co.uk)





## Interiors

Create a brand statement through creative design solutions that reflect the latest design trends. Engage with the customer through imaginative visual merchandising & quality materials.



## 3.2.4

Heritage Kiosks  
Ceiling & Services



### Principles

Provide a consistent and high quality ceiling finish throughout the kiosk

### Details

White mesh ceiling tiles to be provided by TfL

All services and cabling to be concealed within the ceiling space

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your allocated LU Project Manager





## 3.2.4

### Heritage Kiosks Lighting



#### Principles

Provide consistency across all kiosks

#### Details

TfL to provide lighting layouts for each kiosk unit that includes a series of single or double recessed gimbal light fittings

TfL to provide lighting tracks in each kiosk unit

Retailers are able to change reflectors in light fittings to suit use of kiosk

Retailers can adjust angles of recessed light fittings to suit use of kiosk

Track lights can be added to the supplied lighting track by the retailer if required

Any changes to existing lighting in unit are to be approved by TfL

#### Specification

Recessed Single, Twin or Track spot

**Finish**  
White

**Body**  
Die-cast aluminium

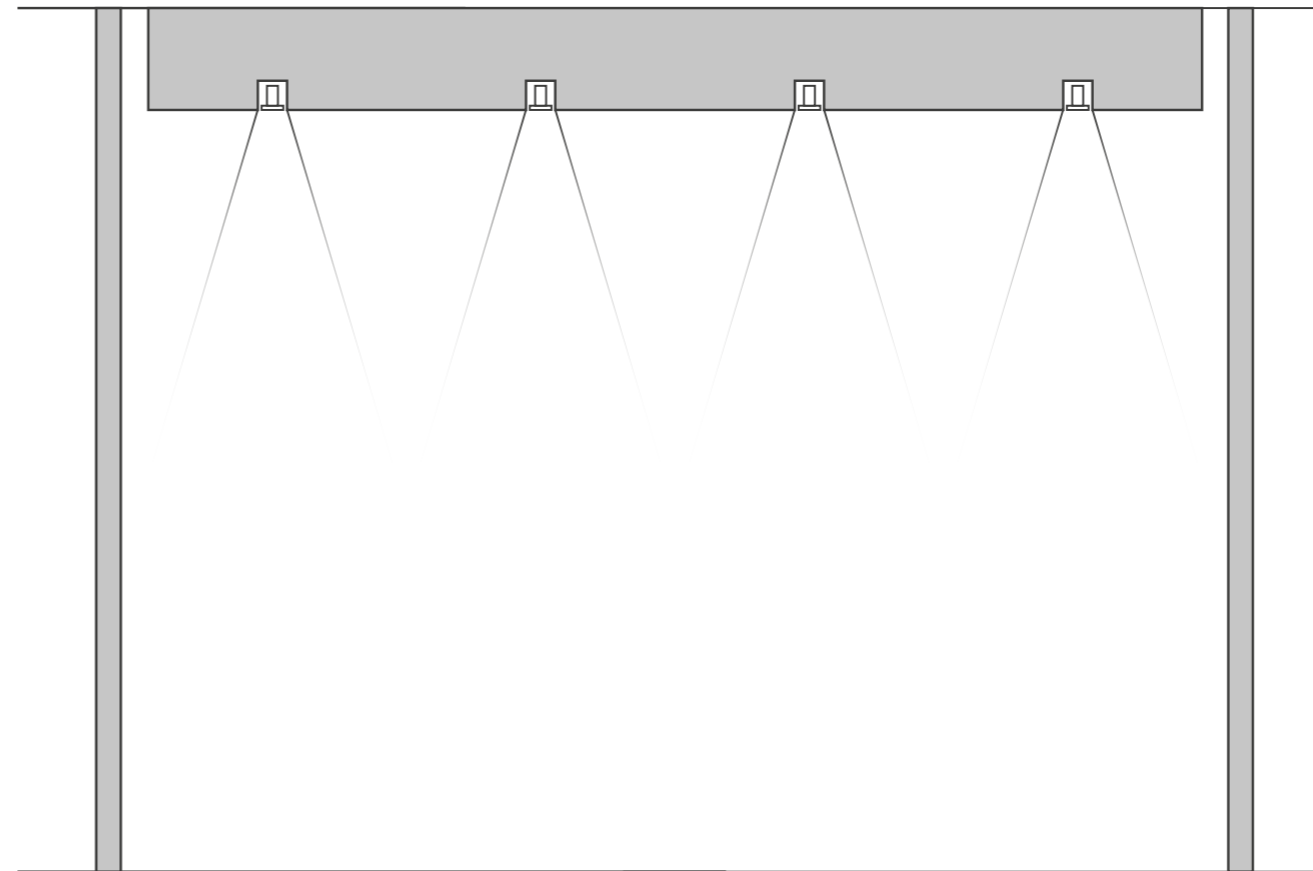
**Light source**  
LED

**Adjustment**  
Independent adjustment of each single lamp body

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



Single Recessed Gimbal



Twin Recessed Gimbal



Track Spot



## 3.2.4

### Heritage Kiosks Counter & Display Units



#### Principles

Everything must have a designated space

Consider how the product is to be displayed

Excessive loose display units are not permitted on the counter tops

Ensure loose displays do not block the entry to the kiosk

Where glazed units are being used framing should be minimal

Consider illumination within the units

Point of sale items must be integrated into overall design

#### Details

All cabling and wiring is to be concealed

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

#### Approvals

Please contact your allocated LU Project Manager



## 3.2.4

Heritage Kiosks  
Equality Act 2010



### Details

Glazing should have a permanent manifestation

The manifestations should be at two heights, between 850-1000mm and between 1400 - 1600mm from the ground

Doors that are left open during opening hours are required to have a colour contrasted edge

Any steps into the unit are to incorporate a colour contrast edge

Seek direction from TfL as early as possible to ensure the correct advice is sought

All materials must be LU compliant

All materials used in a Sub-Surface classified retail units are to comply with S1085 Fire Safety Performance of Materials

### Approvals

Please contact your TfL retail delivery representative.

[approvals@tfl.co.uk](mailto:approvals@tfl.co.uk)





## Process Forms

As part of the design process, all process forms must be completed and sent to your LU project Manager for review before any works can start.

### [Appendix A – LUL Premises Change Request \(Appendix G\)](#)

To be filled in by Tenant

### [Appendix B – Design Submission Checklist](#)

To be filled in by Tenant

### [Appendix C – Safe System of Work](#)

Guide for Tenant Contractor

### [Appendix D – TfL Temporary LUAS Card Application](#)

To be filled in by Tenant

### [Appendix E – Landlord Unit Inspection](#)

To be filled in by TfL





## Contacts

You LU Project Manager is here to offer you advice and guidance on all aspects of the approval process. All shopfits and refurbishments will require design and technical approval. Please get in touch to begin the process...



