



TRADING FOR LONDON

Transport for London - London's iconic property owner.

At TfL we offer a diverse portfolio for all types of retail businesses from start-ups to established brands, in an environment where Every Tenant Matters.

If location and footfall is important to you, our retail formats place your business at the heart of this vibrant city, within the capital's transport network serving over a billion journeys a year.

As one of London’s largest land owners we are in a unique position to offer a diverse range of retail opportunities to suit the needs of your business in some of the most sought after of locations across the city.

From pop ups to large businesses, and small independents to well-known High Street and global brands, at TfL we have exciting spaces available for organisations of any size, and the footfall and locations to suit your business’s needs.

1.3BN

Annual footfall

31M

Passenger journeys, daily

5,700

Acre estate

1,000+

Retail units across the capital



Petit Pret, Blackfriars

OVERVIEW

With **millions** of passenger journeys taken every day across TfL's expansive network, we put you close to your customers, in locations convenient to them.

Key Insights

- Transport hubs are one of the fastest growing hotspots for retail
- Transport for London is the transport authority responsible for meeting the London Mayor's strategy and commitments on transport in London
- Transport for London stations are cemented in to the daily lives of Londoners
- Consumers are looking for ways to make everyday shopping more convenient
- Commuters often frequent the same locations multiple times a week, guaranteeing opportunities to offer shoppers something new on a daily basis
- With the benefit of over a billion in annual passenger footfall, TfL's unique position means that your business will be ingrained into the lives of this vibrant city's daily commuters, local residents and tourists
- We have a vast estate with multiple transport modes servicing the city, ensuring that TfL have the right location and retail format for your business



270
400m

London Underground Stations
Annual passenger journeys



60
673
2.2bn

London Bus Stations
Routes and 19,000 Stops
Annual passenger journeys



112
188m

London Overground Stations
Annual passenger journeys



45
122m

Docklands Light Railway Stations
Annual passenger journeys



1
14m

London Victoria Coach Station
Annual passenger journeys

NEW PROJECTS & DEVELOPMENTS



New Opportunities

At TfL we are constantly evolving to ensure that Every Journey Matters for our 1.3bn passengers. With commuters looking for ways to make every day shopping more convenient we have seen an increased demand for retail across our network, allowing more opportunities for businesses to join our expansive estate across London.

Further to these regular upgrades, we are heavily developing opportunities for smaller format retailers and expanding the retail offer at our stations. Additionally, over the next year, our stations at Canary Wharf, Kings Cross and London Bridge will see significant retail investment, further enhancing our customer experience.



Elizabeth Line

When fully open the Elizabeth line will carry over half a million passengers a day, linking Reading and Heathrow in the west, to Shenfield and Abbey Wood in the east and be able to carry up to 72,000 passengers per hour at peak times. Once open, we expect 200 million passenger journeys to be made annually, providing you with even more retail opportunities.

OUR RETAIL FORMATS

Our commercial property portfolio provides a wide variety of retail formats within strategically placed locations.

Our retail spaces are an engaging place for passengers and communities to enjoy, whilst allowing you to choose the right fit for your business and customers.

We're here to help you and your business be a success, and will consider a wide range of uses for our unique spaces.



In-Line Units

Our In-Line Units are fixed units, situated within, or upon the entrance of a station and are a part of the building's structure. These range in size, services and position to suit a wide range of business needs. Our In-Line Units require a multiple year lease agreement.

Units are usually provided stripped out (eg. fixture free, brick walls and bare floor) and with capped services, providing you, the tenant, with the full responsibility to fit out your unit to your requirements (eg. flooring, wall surfaces and fixtures).



Kiosks

Our Kiosks are fixed, free-standing units strategically placed at key locations across TfL's transport modes. This strategic placement across the City provides hundreds of retail businesses the opportunity to be based at the location that suits their business best, including within, or upon the entrance to a station, or on a station platform.

Kiosks range in sizes and services to suit a wide range of business needs, are usually provided stripped out and require a multiple year lease agreement

HOME

INTRODUCTION

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FURTHER INFO

Looking for a multi-format opportunity for your business?

With retail formats available to suit every business need, we welcome those who wish to utilise multiple retail formats to provide the ultimate customer experience!

Please contact:

businessdevelopment@tfl.gov.uk

to discuss your requirements in more detail.

Mobile Units

Our Mobile Units provide another option for those retailers who are looking for a small retail format. Our strategically identified locations across the TfL transport modes ensure that our tenants have choice when finding the location that suits their business best.

With opportunities for mobile units of any size, shape and set up, we have plenty of busy locations available, both on short term and standard term leases.

Furthermore, we can accommodate traders with their own retail units, or provide support and guidance to those businesses just embarking on their journey.

Automated

Our busy stations are the perfect location for automated and self-service retail of any kind, including vending machines and lockers.

Our automated retail opportunities, located in strategically identified locations, provide another opportunity for businesses to reach their customers' every need with minimal resource. We have hosted a number of interesting and forward thinking automated concepts to date and welcome both short and long term lease agreements for individual and bundle/multi-format concepts.



Adidas, Product Launch Event

POP UPS

Got a new business venture? Sharing a new and exciting product? Testing a new location?

Whatever your business needs, we have Pop Up opportunities at key, strategically positioned locations across the city.

With opportunities ranging from a few hours to a few months, this is the perfect opportunity to retail at one of the busiest transport hubs in the world. We've worked with key brands such as Adidas, Mastercard and The Lion King to name but a few.

For further details contact us at businessdevelopment@tfl.gov.uk for a bespoke package designed specifically to suit your needs.

HOW DOES LEASING AT TfL WORK?

The following considerations will be made by TfL when agreeing an offer from a prospective tenant:

- ✓ Consumer demand
- ✓ Current tenant mix
- ✓ Size and location of the unit
- ✓ Services available
- ✓ Health and safety impacts, including customer flow
- ✓ Local and pipeline development
- ✓ Offer provided by the interested prospective tenant(s)

If you believe you have identified an opportunity for your business that covers these aspects please follow the steps highlighted in 'Becoming a Tenant'



OUR PARTNERSHIP AGREEMENTS

Standard Term Lease Agreement

This is the most common type of lease agreement used across our estate. Our Standard Term Lease Agreement lasts a minimum of 5 years

Short Term Lease Agreement

Our Short Term Lease Agreement lasts a maximum of 3 years and is typically allocated to Kiosk and Mobile partners only

Standard Licence Agreement

Licences range in term lengths and vary from site to site. This allows flexibility where a lease agreement on a particular unit is not possible.

Pop Up Licence Agreement

Our Pop Up Licence Agreements are temporary term agreements provided to our Pop Up partners only. The term lengths vary from site to site and may be managed by an external or TfL affiliated partner for a maximum of 6 months. Please enquire with your proposal for further information as per 'Becoming a Tenant' on pages on 12-13.



Change Please, Goodge Street



Shed, Clapham South

OUR RENTAL STRUCTURES

Base Rents Agreements

Our retail formats are available at a base rent rate. Base rent rate agreements at £20,000 and over include a turnover top up provision.

Base Rent + Turnover Rent Agreements

For base rent rate agreements at £20,000 and over an additional top up amount, based on a pre-agreed gross turnover percentage is added. This is calculated when the agreed turnover threshold is met. If the turnover generated does not exceed the turnover threshold then only the base rent is paid.

Turnover Only Rent Agreements

In some instances we approve turnover only rent agreements. This is to support new businesses with the risk and gains associated with the start of a new business venture.

This rent agreement is based solely on your turnover generation. A pre-agreed percentage of the turnover generated is payable as rent. This allows our smaller businesses and start ups to mitigate risk whilst entering a new market.

Business Rates

Business rates apply

FULL TIME SUPPORT

At TfL Every Tenant Matters.

We ensure that you are in direct contact with industry experts to support your business needs, strengths and ability to maximise revenue potential.

Leasing Managers

We have a dedicated leasing department to support you on the first steps along your TfL journey. Through them, our agents and the Account Managers, you will be supported in finding the right retail format and location for your business.

Account Managers

The Account Managers have a wealth of retail, hospitality and leasing experience. This experience, gained through working for and with some of the world's most well-known and loved brands ensures that you are able to gain insight and support from individuals well-versed in the industry. Your dedicated Account Manager is on hand to support your business's development.

Property Managers

Upon completion of your lease you will be introduced to your dedicated Property Manager. Our Property Managers have an abundance of experience to ensure that you feel supported at all times. As your first point of contact, your Property Manager will help ensure that your business has everything it needs to succeed.





BECOMING A TENANT

The following information will be required as part of your application

- Retail format requirements
- Access to capital
- A Business Plan

Your business plan should contain the following information:

- ✓ A brief overview and concept of your business
- ✓ Supporting imagery
- ✓ Links to your online presence, if available
- ✓ Menu and/or product range
- ✓ Operating costs overview
- ✓ Service requirements (power, drainage, etc.)
- ✓ Annual turnover forecast (for the full length of lease/licence agreement)
- ✓ Size of unit required – min and max sq. ft.
- ✓ Evidence of trading history and/or business experience
- ✓ Locations of your existing units and evidence of their annual turnover reports, as appropriate

We have a large range of available units at [tfl.completelygroup.com](https://www.tfl.completelygroup.com),



CAN'T FIND WHAT YOU'RE LOOKING FOR?

If the retail format or location your business requires is not advertised as available please contact BusinessDevelopment@tfl.gov.uk with the following information to log your interest:

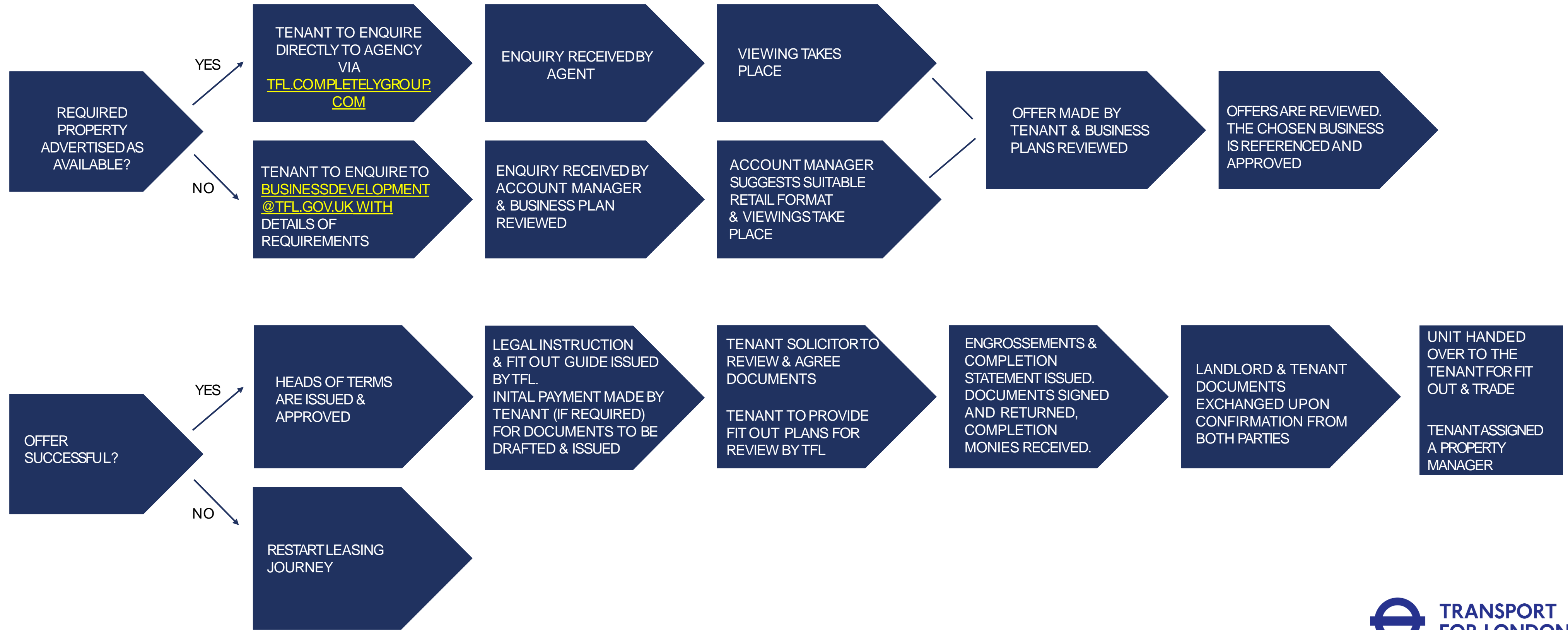
- Retail format requirements
- Access to capital
- A Business Plan

Once received the following process will take place:

- ✓ A Retail Account Manager will arrange a meeting with you to discuss your business plan and concept.
- ✓ They will conduct a visit to your existing operation during trading hours, if appropriate
- ✓ They will ensure they fully understand your business, to support you in driving your business forward
- ✓ Your finances will be reviewed and credit checked

The Retail Account Manager will support you with finding the right location and format for your business, and invite you to tender. If the right opportunity has not yet arrived, we will keep you in mind as future opportunities arise.

LEASING JOURNEY PROCESS



SEE YOU SOON

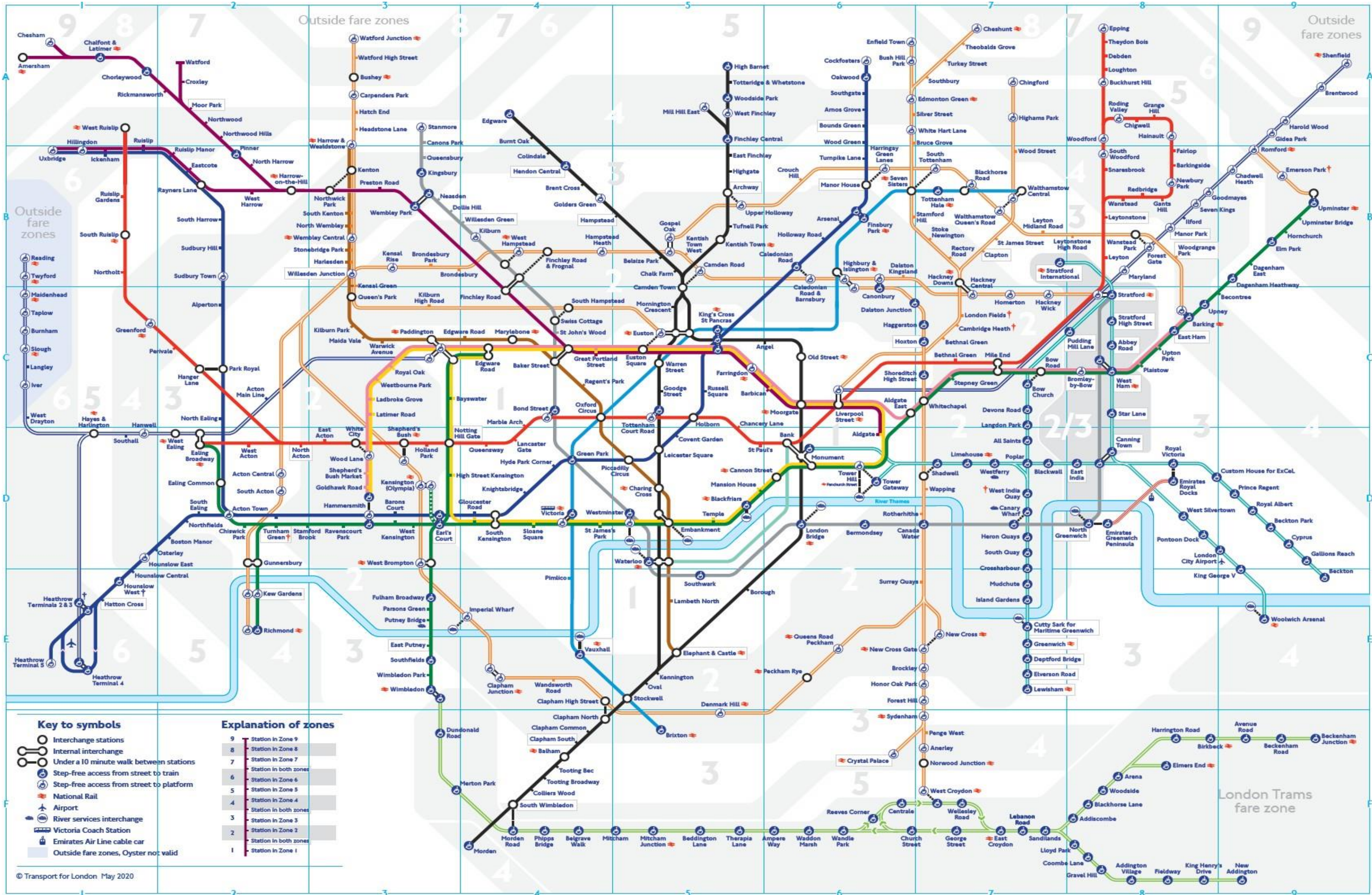
We look forward to discussing the abundance of exciting opportunities available at TfL Retail with you.

To view our current availability, please visit tfl.completelygroup.com

For further information about our commercial properties, please visit tfl.gov.uk/commercial-properties

If you can't find the unit or retail format you are looking for please email us at BusinessDevelopment@tfl.gov.uk





Check before you travel

- † Heathrow
TfL Rail customers should change at Terminals 2&3 for free rail transfer to Terminal 5.
- † Hounslow West
Step-free access for manual wheelchairs only.
- † Services or access at these stations are subject to variation. To check before you travel, visit tfl.gov.uk/plan-a-journey

- Central
- Circle
- District
- Hammersmith & City
- Jubilee
- Metropolitan
- Northern
- Piccadilly
- Victoria
- DLR
- Waterloo & City
- London Overground
- Emirates Air Line cable car (special fares apply)
- TfL Rail
- London Trams

- Key to symbols**
- Interchange stations
 - Internal interchange
 - Under a 10 minute walk between stations
 - Step-free access from street to train
 - Step-free access from street to platform
 - National Rail
 - Airport
 - River services interchange
 - Victoria Coach Station
 - Emirates Air Line cable car
 - Outside fare zones, Oyster not valid

- Explanation of zones**
- 9 Station in Zone 9
 - 8 Station in Zone 8
 - 7 Station in Zone 7
 - 6 Station in both zones
 - 5 Station in Zone 5
 - 4 Station in Zone 4
 - 3 Station in both zones
 - 2 Station in Zone 2
 - 1 Station in both zones

Misrepresentation Notice — All the information and descriptions (whether in the text, plans or photographs) are given in good faith but should not be relied upon as being a statement of representation or fact. Any areas, measurements or distances referred to are approximate only.