



Ashford International Truckstop
www.ashfordtruckstop.co.uk

AIT News

Autumn 2008

Carvery Menu

Following the success of our popular Sunday Roast Menu, our chefs will soon be able to offer a full Carvery service.

Available Monday to Thursday from 17:00 and at weekends from 12:00 it will offer a choice of 2 freshly cooked meats and appropriate condiments.

Topside of Beef, Leg of Lamb, Honey Roast Gammon, Leg of Pork, Turkey and a half roast chicken, will feature on the menu, selected daily and as recommended by our butcher, Rook & Sons.

Roast, buttered baby new and mashed potato, Yorkshire puddings, a selection of freshly prepared seasonal vegetable dishes and traditional gravy complete the menu, providing great value for money and customer choice.



Priced at £6.95 for a single course, a 2 course option will be available with either a starter or dessert for £8.95 and an 18.5cl bottle of wine just £2 with the 2 course option.

Running alongside our grill menu there will also be 2 home-made daily specials available priced from £6.25.

In addition to offering a

Carvery Counter Coming soon to the Restaurant

wider choice of menu to our customers the Carvery will enable quicker serving of meals and improve overall customer service levels.

Our Christmas Special Carvery will be available from December 1st—19th.

New Cleaning Sub-Contractor Appointed

After a lengthy period of consultation and negotiation we are pleased to confirm Monitor Services Ltd as supplier of contract cleaning services from the beginning of October.

In addition to cleaning responsibilities they will also take care of other hygiene related and pest control services.

Based in Northfleet their existing contracts include

The Valley, home of Charlton Athletic FC one of Monitors existing contracts



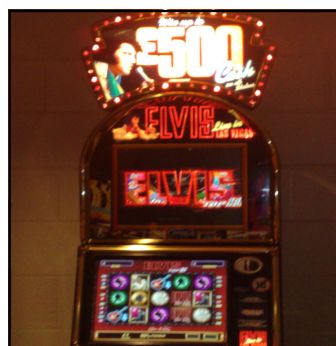
the state of the art Hitachi depot close to Ashford International Station, Charlton Athletic Football Club, Crawley Borough Council & HM Treasury.

These high profile contracts will stand them in good stead to cope with the demands of maintaining the cleanliness of a 24 hour operation such as ours and we look forward to welcoming them on-board.

Gaming License Upgrade

Two 'Super' gaming machines have recently been introduced to the site, each offering a £500 cash Jackpot, and this number could double going into 2009.

This follows ongoing discussions with customers and Quality Amusements - who are contracted to provide and maintain the gaming



One of the new £500
 Jackpot Machines

machines and legally bound to adhere to Gaming Licence legislation.

With the new machines come new licensing conditions one of which is that no alcohol may be consumed in the gaming area. A copy of the license can be found at the entrance to the gaming area.

Tariff Update

Following our half-year review the decision has been taken to freeze the parking tariff at the current level at least until the end of 2008.

The introduction of the Daytime hourly rate has helped our overall volume so far rise to 62,527 trucks in line with our prediction of 125,000 vehicles for the year.

The tariff freeze will also ensure we remain the best value for money parking option along the M20 / M25 / M2 corridor. Recent visits to Maidstone, Clacket Lane and Medway services highlighted the differences in facilities and services available as well as varia-



tions in price—all of these charge a minimum of £18 for non-secure overnight parking with meal vouchers an optional extra.

Outside of this 'corridor', Welcome Break currently offer non-secure overnight parking at £25 with a tariff increase pending.

Details of Maidstone, Clacket Lane and Medway services tariffs and restaurant pricing can be found on the Drivers Information Board in the main foyer.

Typical HGV Parking charge at Roadchef Motorway Service Areas (Left)

Refurbishment Brief

Upgrading of the external CCTV system continues with additional camera positions and enhancements to the recording and download equipment.

Our maintenance team are in the process of installing an external cold water tap for the convenience of our customers filling water containers. Situated outside the main reception entrance it will reduce the risk to customers negotiating the entry / exit barriers and forecourt area on foot to use the existing tap.

Another area due for a major refit are the shower facilities. Although still in the early stages of planning we anticipate a complete refurbishment of both the male and female showers as well as an upgrade to the bedroom facilities. At present we offer 4 single and 2 double rooms—consideration is being given to converting these to 4 twin rooms, all en-suite. Additionally to this, there will be a controlled access point to the hygiene and accommodation areas increasing the security of our overnight guests as well as customers using the shower areas.



Male Showers (below) & Double Room (Above right). Major refurbishment of both areas is currently being planned



Industry Information Technology

General Manager (Richard Welch) is currently working alongside Zurich based Moveandpark to develop a Europe wide, real time information centre for the haulage industry.

Part funded by the European Commission, 'truckinform' will be providing a pan-European lorry-park (secure & non-secure) service guide as well as real time available capacity information.

The services guide will offer an enhanced version of the UK Highways Agency Guide to Truckstops, encompassing facilities across Europe, many of which will be linked to a site providing space availability across the continent.

This exciting new project will roll out during the final quarter of 2008.

Christmas & New Year Opening

PARKING AREA & MAIN FACILITY BUILDING

As in previous years, we will remain open throughout the Christmas and New Year period but will offer a restricted catering facility during the following times:

December 24th @ 18:00—December 27th @ 06:00

December 31st @ 18:00—January 1st @ 06:00

Long term, un-accompanied vehicle parking can be arranged for the holiday period—please contact Karen Thomas or Katy Sproston on +44 (0)1233 502919 for details.

FORECOURT—FUEL PUMPS & KIOSK

Normal Opening Hours:

Monday—Friday 0600-2000

Saturday—Sunday CLOSED

Xmas Period:

December 24 0600—1200

December 25—28 CLOSED

December 29—31 1000—1800

January 1 CLOSED

January 2 1000-1800

January 3 onwards Normal Hours

Fuel will be available from the automatic pumps 24/7 throughout the holiday period

BUREAU de CHANGE Operated by Travelex

Normal Opening Hours:

Monday—Friday 0600—2200

Saturday & Sunday 0900—1800

Xmas Period:

December 24 0800—1500

December 25 & 26 CLOSED

December 27—30 Normal hours

December 31 0900—1500

January 1 CLOSED

January 2 onwards Normal Hours

To book your currency online & guarantee the best rate around visit www.travelex.co.uk

Waterbrook Park Development

A planning application which will alter the landscape around Truckstop is currently being considered by Ashford Borough Council after going to appeal.

GSE Group, owners of Waterbrook Park (including Truckstop) have proposed development of the area which could create up to 2000 jobs.

Initially submitted in 2004, the dual-planning application proposes light industrial and commercial units to include a petrol station, 60 bedroom hotel, warehousing and offices including 1000sq



feet of commercial space.

Additionally, plans for vehicle and plant storage and a VOSA testing station have been submitted.

Truckstop General Manager, Richard Welch said “the plans submitted affect the land adjoining the Brett site and A2070 and the development will not affect the Truckstop operation”.

The Waterbrook Park Site

Image from www.localinkent.com

Truckwash

Truckwash operators *Wash Solutions* have terminated their agreement to provide wash facilities at the site.

Unfortunately, until a new operator can be appointed the wash will be unavailable for our customers.

We apologise for any inconvenience this may cause.

Have Your Say

We want to hear your views on issues that affecting your industry to be featured on this page.

Whether a comment on the suggested topic or a related question let us know.

A selection of your comments and questions will be featured in our next issue.

Our suggested topic this issue is the availability and standard of Lorry Parking and facilities in the UK.

Send us your views by email to ashfordtruckstop@ashfordtruckstop.co.uk or by post to:

Have Your Say,
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We reserve the right to edit letters and emails.