



# Esporg Excellence in Truck Parking Award

## OnTurtle La Jonquera

2023



ESPORG

# Application Form

## OnTurtle La Jonquera

OnTurtle La Jonquera is a fuel station and secured parking located in the town of La Jonquera, next to highway AP7, exit 2. It is rated **GOLD level in security** and **PLATINUM level in services by ESPORG**.

The parking offers **50 parking spots** as well as the amenities drivers need for their comfort and security. Our priority is to ensure the safety of our clients and provide them with the highest quality service and assistance throughout their journey.

Since we are continuously looking to improve our service and guarantee we meet the highest standards, this award would be a great achievement for us to help us grow.

Application

Category 1

Category 2

Category 3

Category 4





# CATEGORY 1:

## Comfort & Health



## Food available 24/7 at or near the site

Our restaurant is open 7/7 from 6am to 2am

Drivers can enjoy a mediterranean menu cooked and prepared by our team.

We are currently restyling the restaurant, which we expect to re-open on March 6<sup>th</sup>.



We offer special prices (10% discount) to Transcard cardholders, our loyalty card. The driver has the option to choose a starter + main course + dessert for 12,90€



## Food available 24/7 at or near the site

Drivers may also purchase drinks and snacks at the shop, which is opened 08h – 20h and also from the vending machines





## Laundry facilities at or near the site

The facilities include 2 laundry machines



Application

Category 1

Category 2

Category 3

Category 4

## Medical assistance and/or pharmacy onsite or nearby

A pharmacy is located 1,4km from the station.



La Jonquera



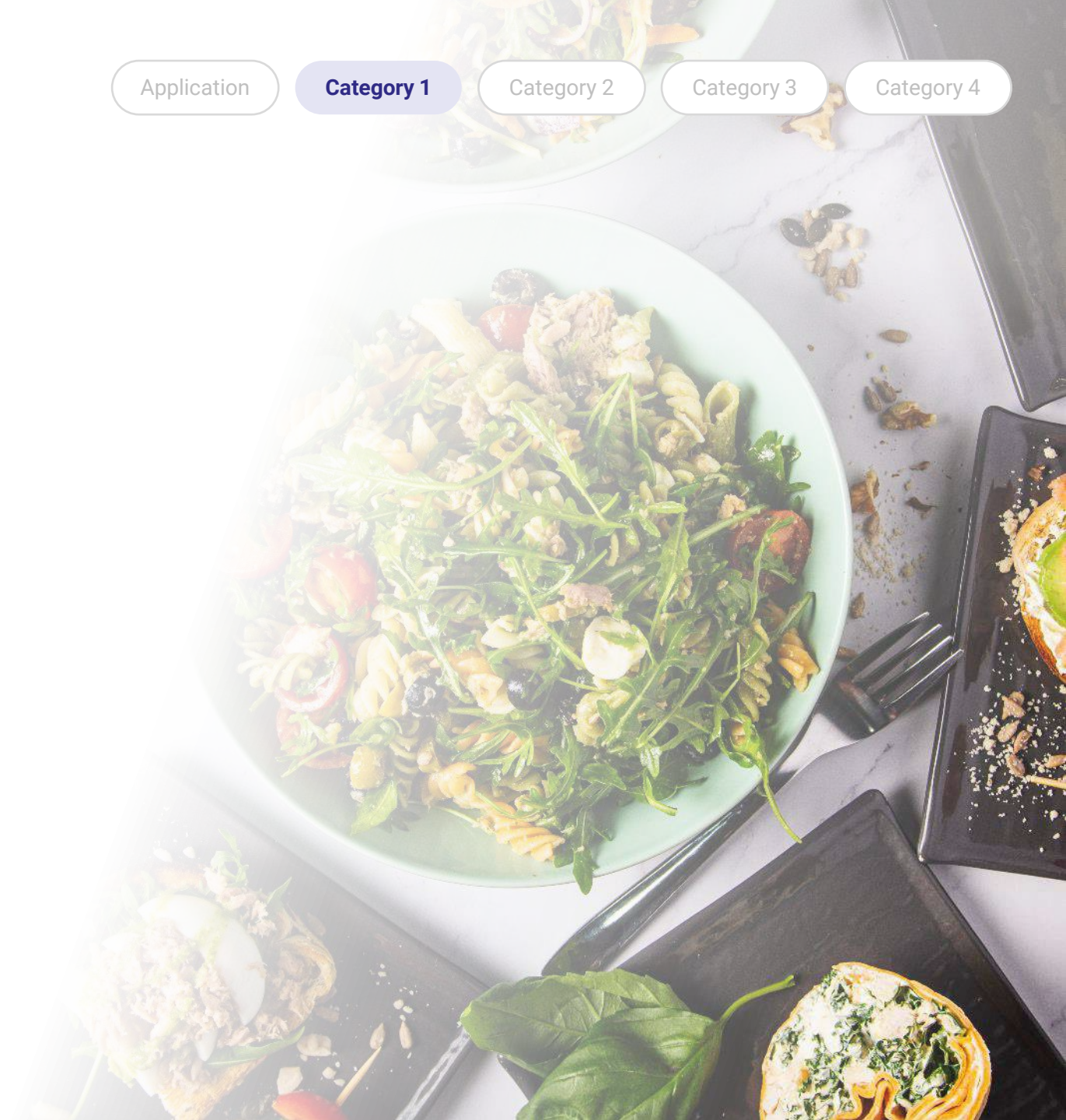
1,4 km





## Specific dietary food available

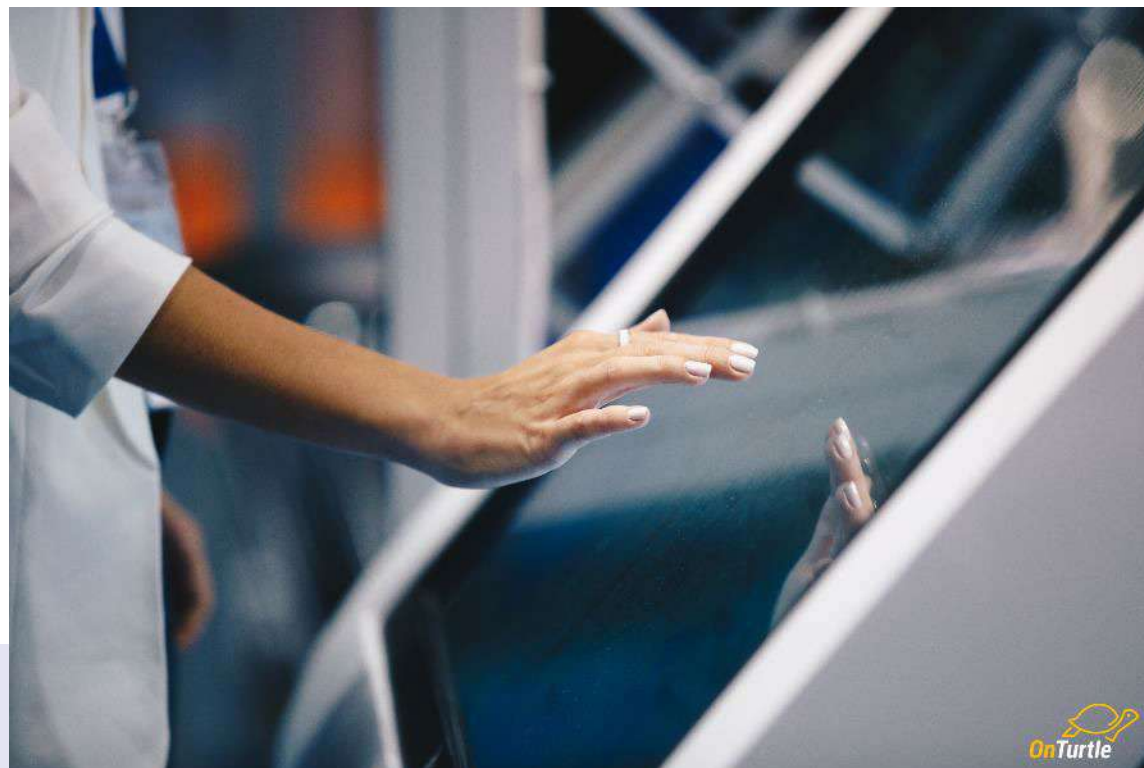
Our team offers meals that are suited for different kind of diet. We offer salads, vegetables, fish and other healthy meals.





## Multilingual service options

Our staff speaks several languages (Spanish, English, French, Polish and Czech) and we have a screen with information of the station and our fuel cards. Also signs are displayed in different languages.

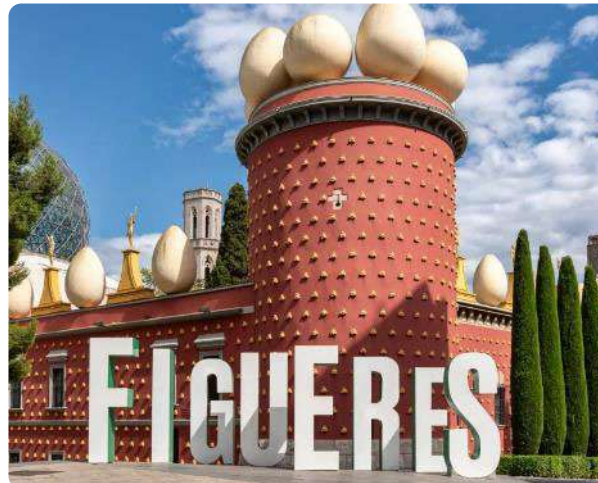


## Other

- ✓ Our parking is located in a strategic site, very close to the border between Spain and France. The area is surrounded by green areas.



- ✓ The town of Figueres is located only 18km away, hometown of famous surrealism painter Salvador Dalí



- ✓ Photovoltaic panels



- ✓ The site offers clean bathrooms and showers





# CATEGORY 2:

## Mobility & Connectivity



## **Hotel Motel Accommodation** onsite or in the immediate vicinity

Hotel Tramuntana \*\*\* is located next to the station.  
Is a new construction, which offers the necessary  
services for the well-being of drivers.





## **Fuel station** at site or nearby

We have two fuel stations at our 30.000m2 site.

**Car station: 6 lines**

**Truck station: 8 lines**

The products we offer are:

- Diesel
- Winter diesel (-18)
- Adblue
- 95 gasoline

Drivers can use our fuel cards and we also accept other cards such as C2A, DKV, EDC, LOGPAY, UTA, MORGAN FUELS.



## Alternative truck charging/filling station (LNG/Electricity/Hydrogen) onsite or nearby

In progress in 2023:

Ultra-fast charging hub for cars and  
trucks (400Kw)





## **A reliable and stable Wi-Fi connection** for customers

The whole parking area and the restaurant have unlimited Access to high speed free WIFI.

The Internet Access is asymmetric fiber with about 54Mbps/s for download and 54Mbps/s for upload.



## **A payment system** directly to the customer company

We accept the majority of European petrol Cards.

We also have agreements with Snap for parking reservations

**SNAP**

**Axxès**

**Telepass**



**Connection to the National Access Point (NAP)** to deliver static and Dynamic information (Delegated Act 885 / 2013) & a driver-friendly reservation system available

Drivers can make a reservation in our parking facilities through SNAP platform

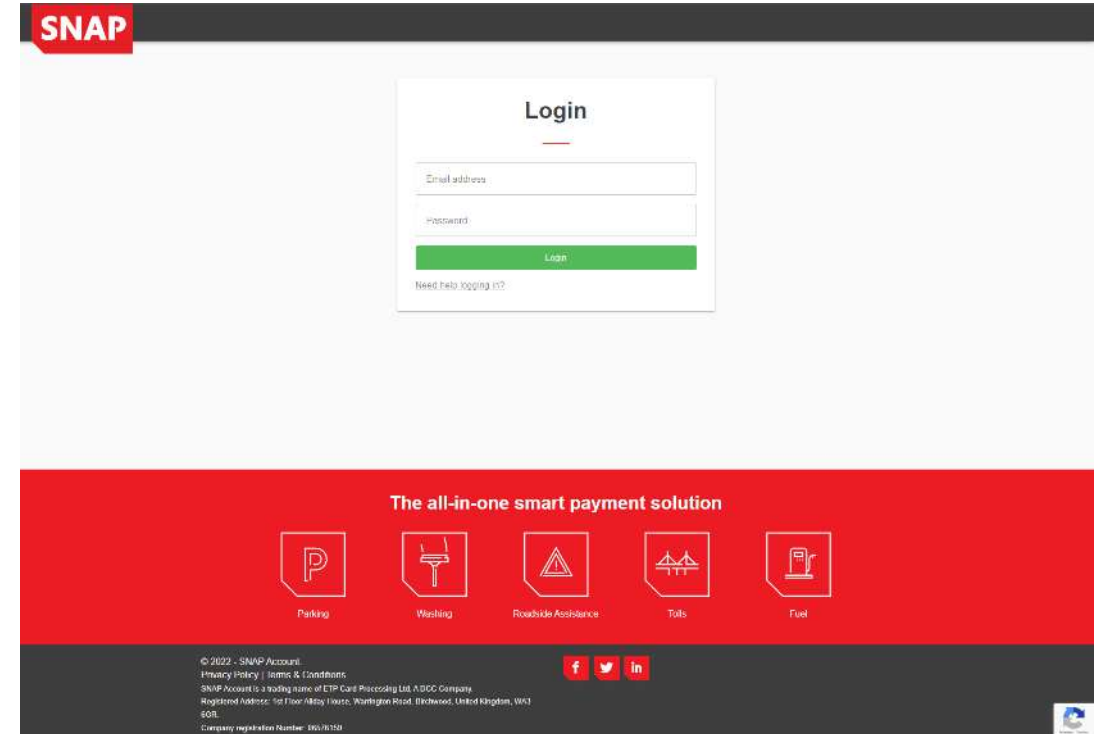
Application

Category 1

**Category 2**

Category 3

Category 4



## Other

- A tachograph is available for drivers
- A multi-brand garage is available for drivers in Figueres
- A tire assistance garage is also available in La Jonquera
- Fire fighters' station is located within 300m of the station
- Police station is located within 300m of the station
- We have 43 surveillance cameras in the area





# CATEGORY 3:

## Environmental Friendliness



## Alternative truck charging/filling station (LNG/Electricity/Hydrogen) onsite or nearby

In progress in 2023:

Ultra-fast charging hub for cars and  
trucks (400Kw)





Application

Category 1

Category 2

**Category 3**

Category 4

## Truck wash at the site or nearby

A truck wash is located 1,5 km from our station



La Jonquera

E-15

N-II



1,5 km



AP-7

N-II

## **Alternative energy sourcing onsite** (solar or wind energy, battery stored energy provision)

Our station is entirely covered by photovoltaic panels. The installation was performed in 2019 with 18Kw of power. In 2023 we have increased power of additional 50Kw.

In 2022 we have reduced 7,990 Kg of CO<sub>2</sub>.





# CATEGORY 4:

Service Quality &  
Customer satisfaction



**A coherent customer-oriented strategy** to guarantee quality of service and care to drivers and its constant improvement, including a dedicated procedure to deal with customers complaints

Our priority is to offer our clients the highest quality service. At our site we offer:

- Free showers
- Bathrooms
- Supermarket
- Shop
- Washing machines



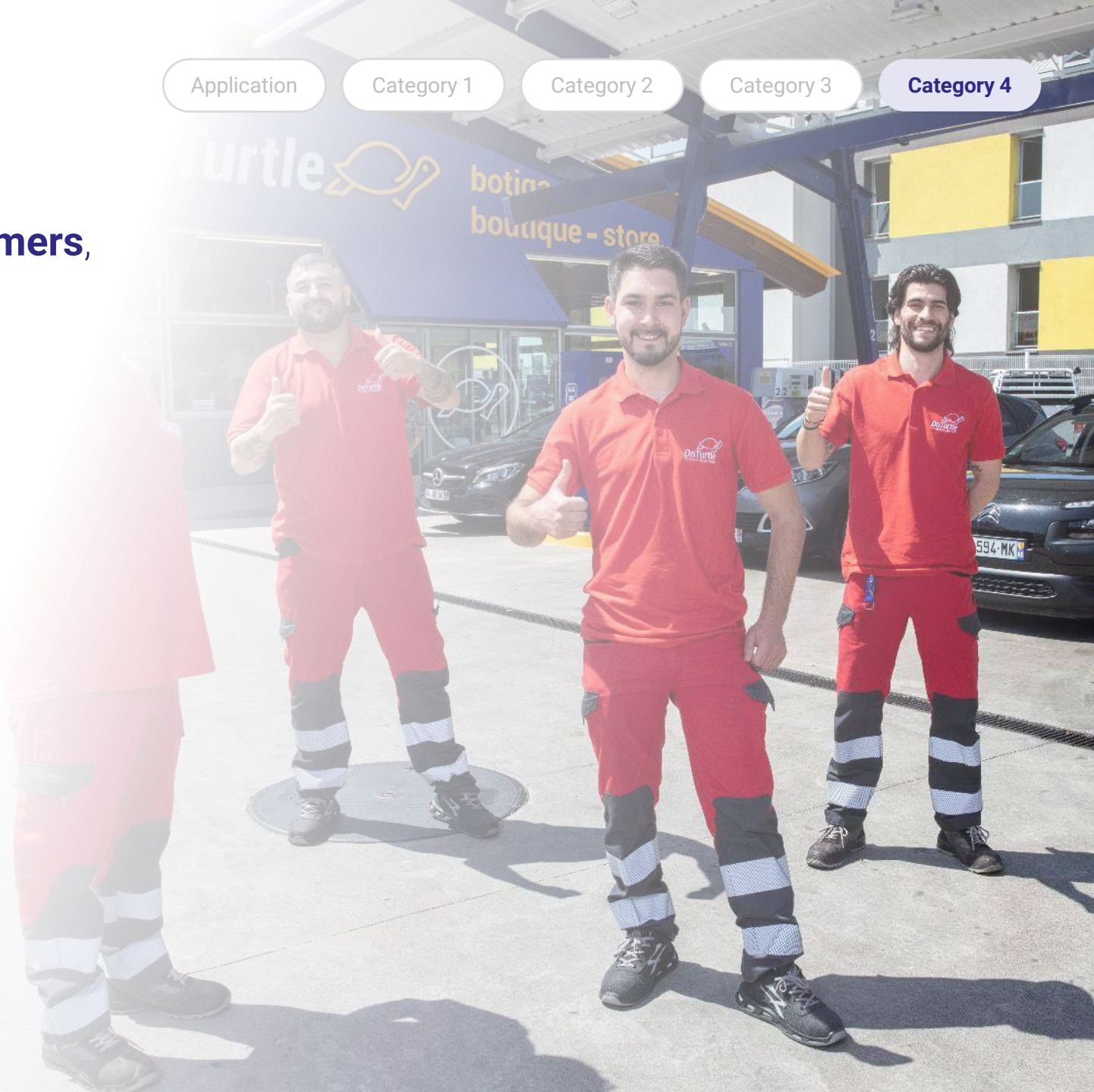
We have 4 bathrooms and 1 shower available for people with disabilities



## Clear instruction and signs for customers, including foreign language (s)

All our communication / information supports are written in various languages: Spanish, French, English, Polish and Czech.

The staff is available 24/7 to answer driver's inquiries in several languages



## Special facilitation measures for drivers, including young and female-drivers

Two separate showers and WC for women are reserved

The parking area is accessible for disabled people. We also have 4 WC and 1 shower accessible for people with disability.

Application

Category 1

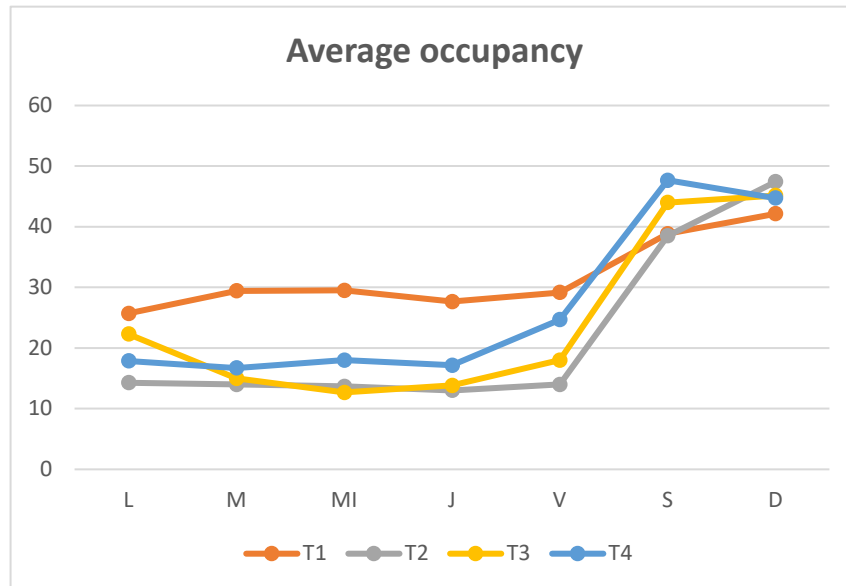
Category 2

Category 3

**Category 4**



## Increase number of customers over a given period



At our parking the occupancy increases considerably on the weekends.



**Effective communication** , including with nearby local authorities and residents to resolve potential problems

We have strong measures put in place with local authorities to prevent any potential issues or hazards.

We also have night security from our staff and more than 14 surveillance cameras covering the parking area.





2023