



Esporg Excellence in Truck Parking Award OnTurtle La Jonquera 2024



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.

We had the great opportunity of being awarded the best truck parking in Europe in the 50-space category. This recognition was a great achievement and we are continuously looking to improve our service and guarantee we meet the highest standards, for this reason, we would like to apply in order to be considered for year 2024.

Application

Category 1

Category 2

Category 3

Category 4





CATEGORY 1:

Comfort & Health

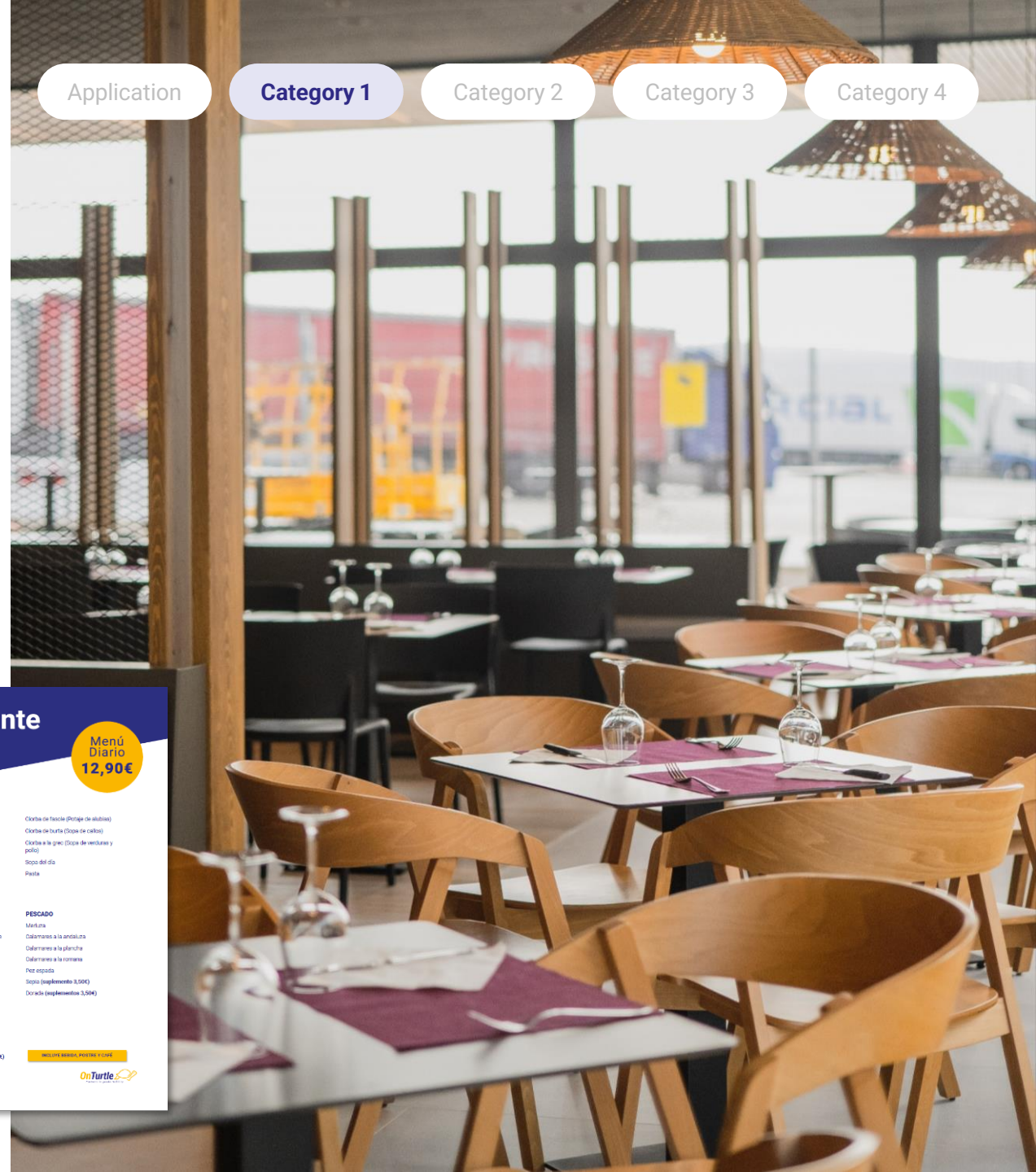


Food available 24/7 at or near the site

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

Drivers can enjoy a mediterranean menu cooked and prepared by our team. The restaurant has been refurnished, we offer a great variety of products with the highest comfort for the driver.

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€



Application

Category 1

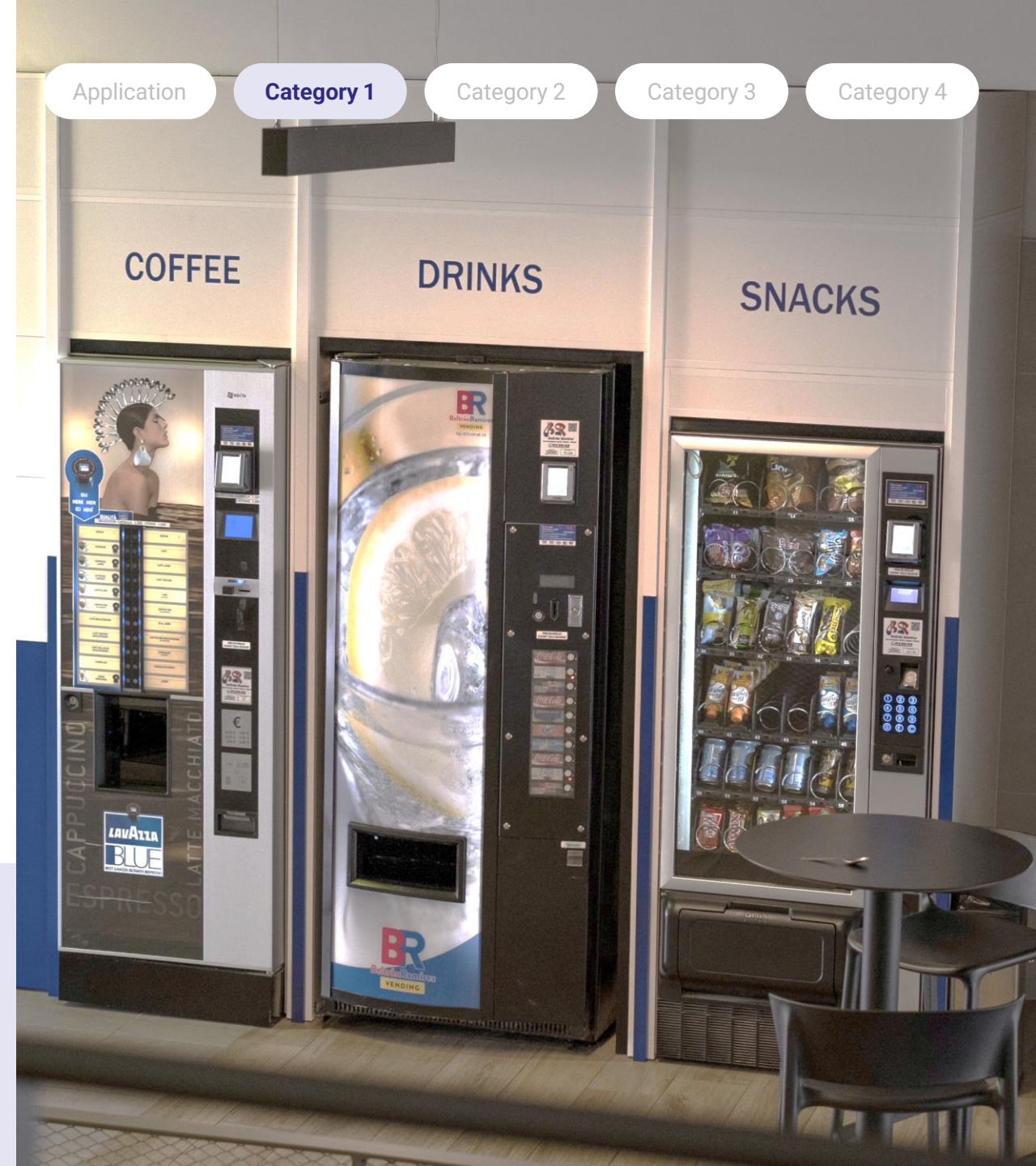
Category 2

Category 3

Category 4

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

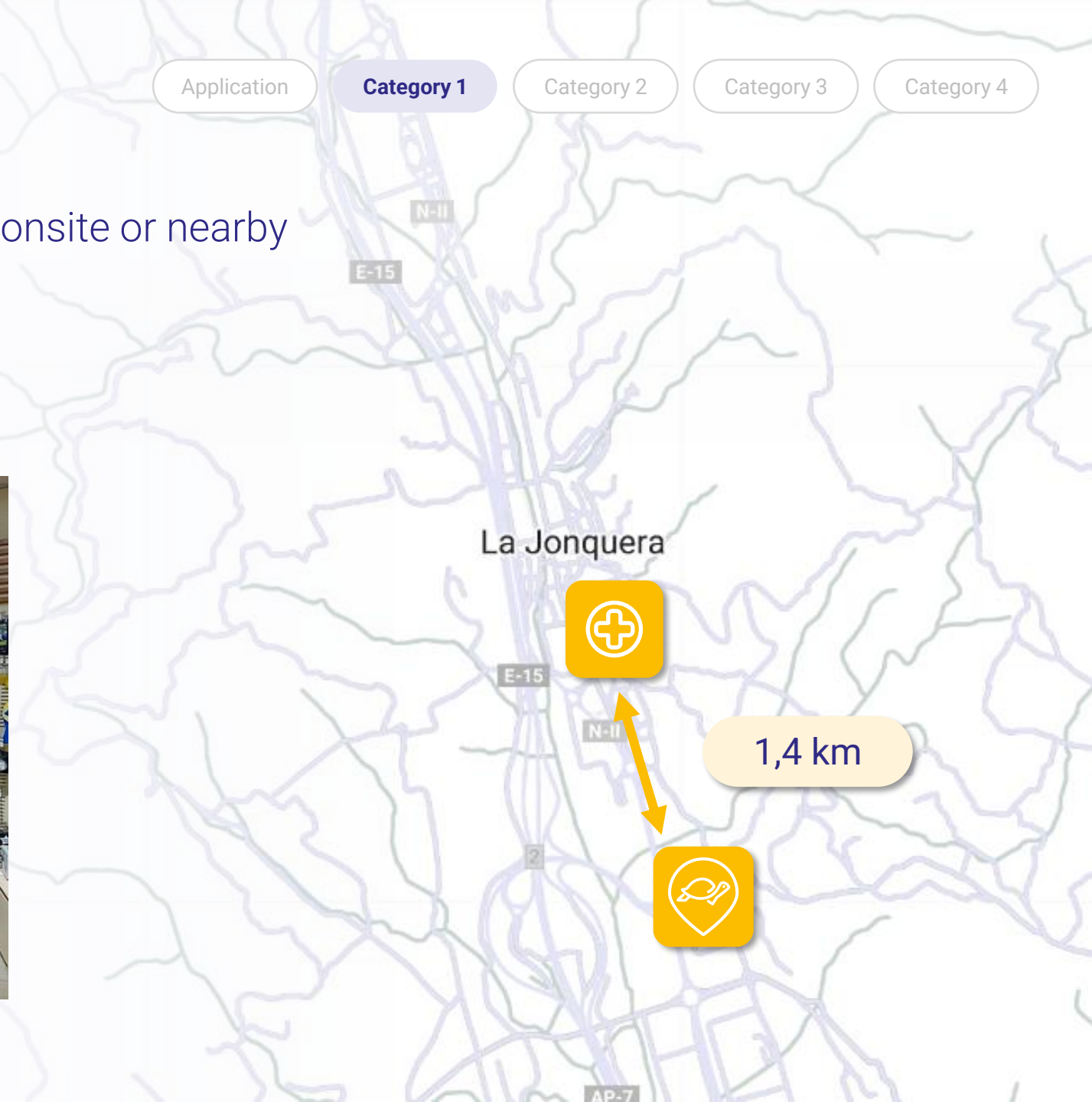
Category 2

Category 3

Category 4

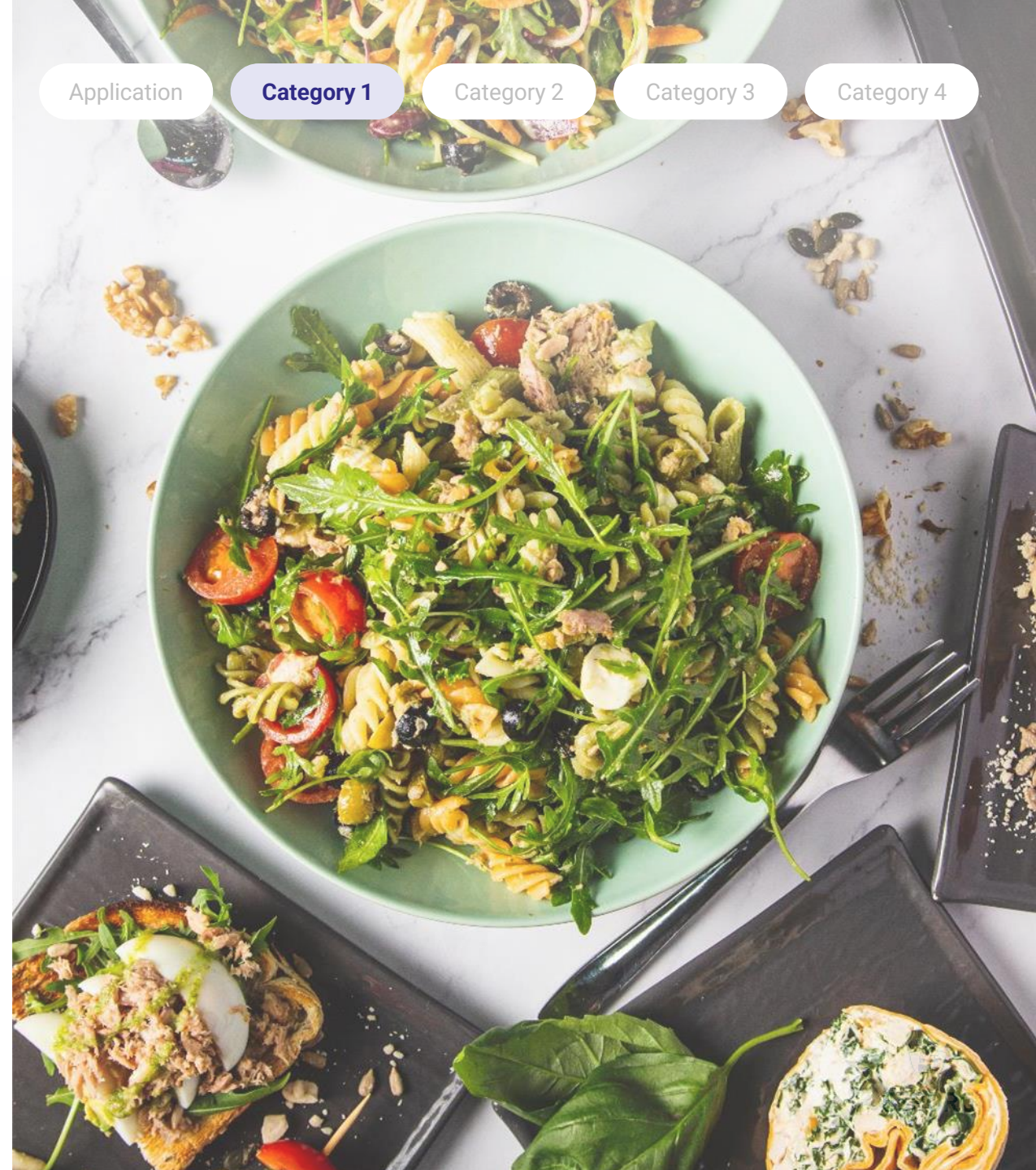
Medical assistance and/or pharmacy onsite or nearby

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



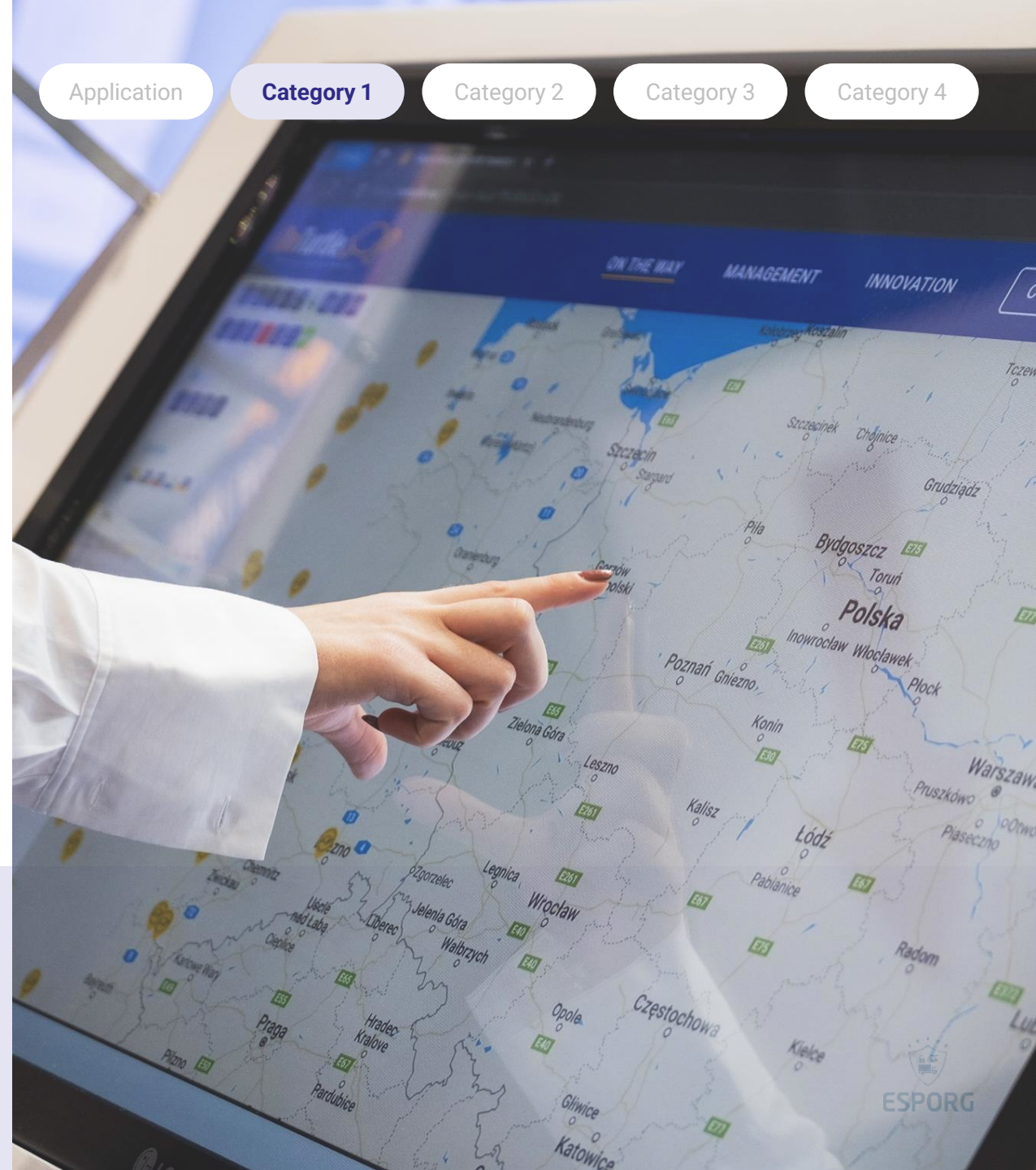
Specific dietary food available

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.

Application

Category 1

Category 2

Category 3

Category 4



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

In progress in 2024:

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



Application

Category 1

Category 2

Category 3

Category 4

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 54Mbits/s for download and 54Mbits/s for upload.



Application

Category 1

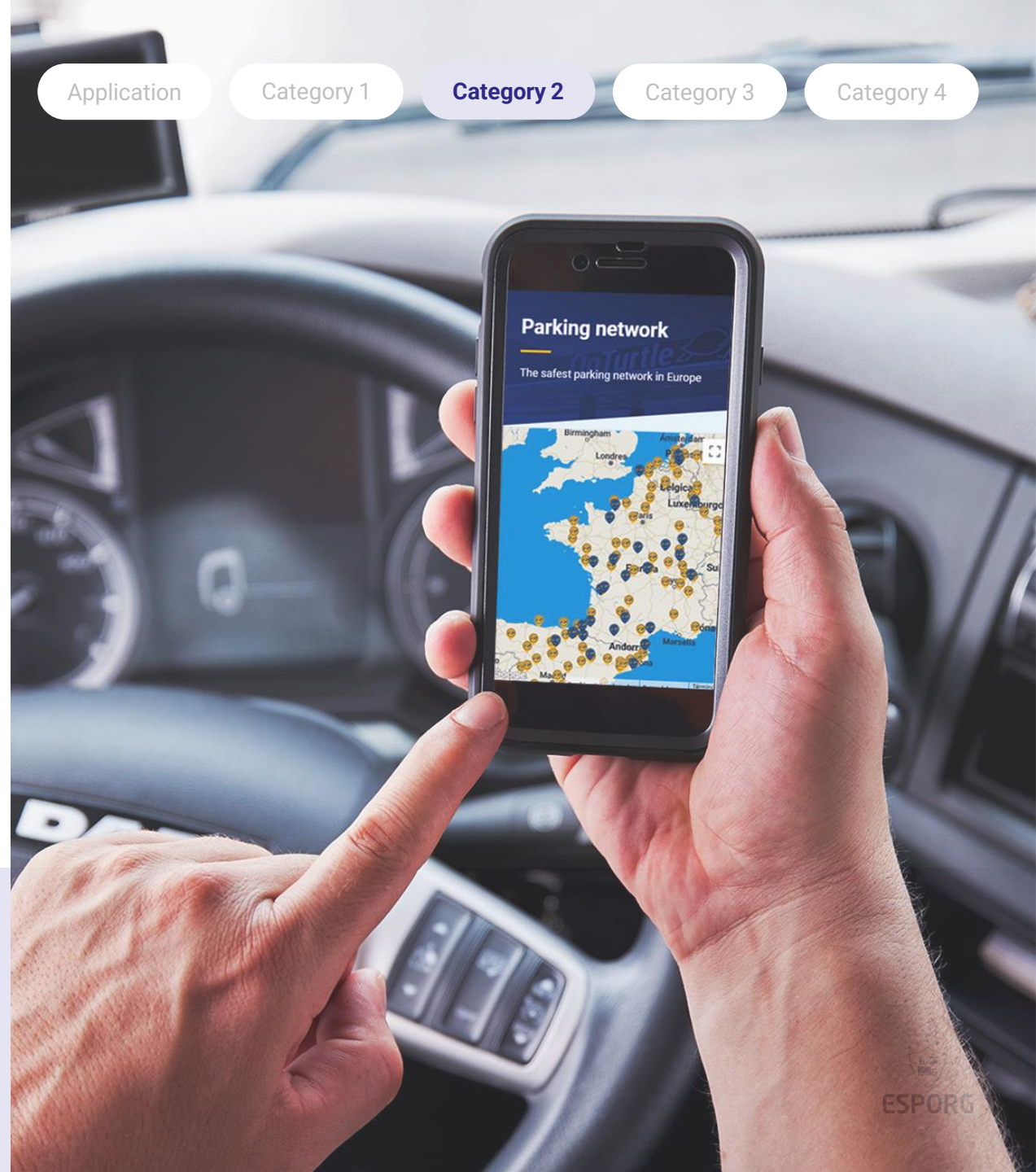
Category 2

Category 3

Category 4

A payment system directly to the customer company

We accept the majority of European petrol Cards.
We also have agreements with parking platforms for parking reservations



Application

Category 1

Category 2

Category 3

Category 4

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

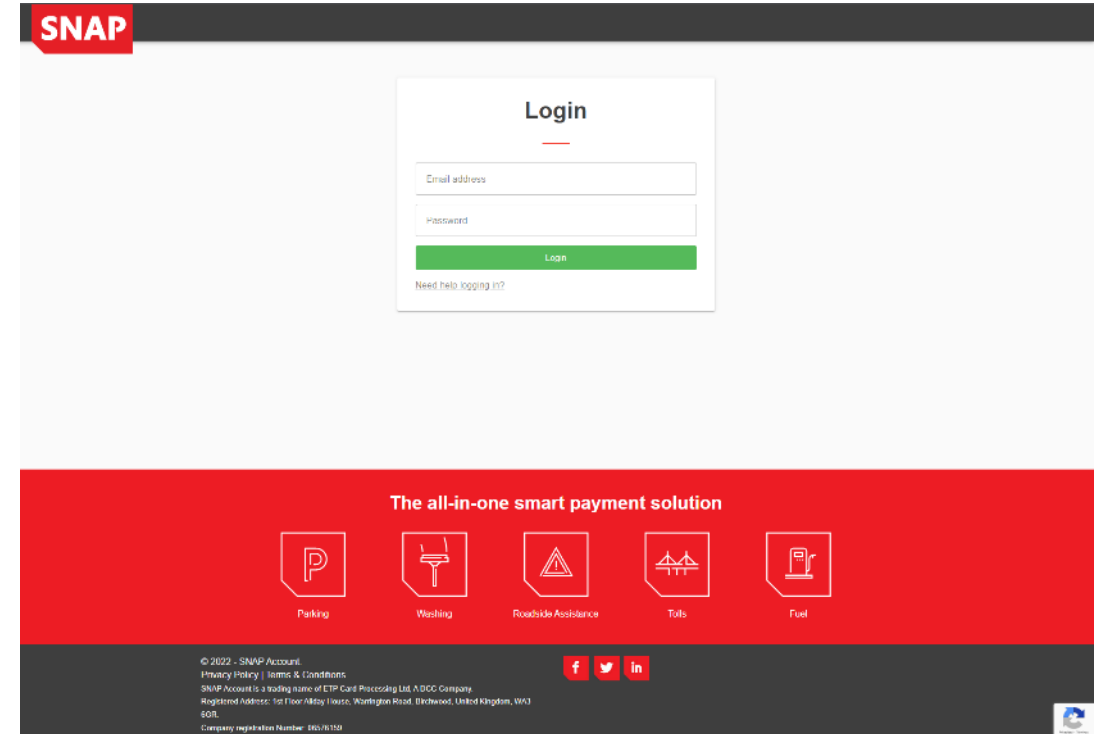
Application

Category 1

Category 2

Category 3

Category 4



The screenshot shows the SNAP platform's login interface. At the top, there's a dark header with the 'SNAP' logo in white. Below this, a central white box contains the 'Login' form. The form has two input fields: 'Email address' and 'Password', followed by a green 'Login' button. A link 'Need help logging in?' is located below the button. Below the login form, a red banner features the text 'The all-in-one smart payment solution' and five icons representing different services: Parking (P sign), Washing (car wash), Roadside Assistance (triangle with exclamation mark), Tolls (toll booth), and Fuel (gas pump). At the bottom, a dark footer contains copyright information, privacy policy links, and social media icons for Facebook, Twitter, and LinkedIn.

SNAP

Login

Email address

Password

Login


[Need help logging in?](#)

The all-in-one smart payment solution

Parking Washing Roadside Assistance Tolls Fuel

© 2022 - SNAP Account.
Privacy Policy | Terms & Conditions
SNAP Account is a trading name of ETP Card Processing Ltd, a DCC Company.
Registered Address: 1st Floor Allday House, Worthington Road, Birchwood, United Kingdom, W13
SGL
Company registration Number: 06576150

f t in



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:

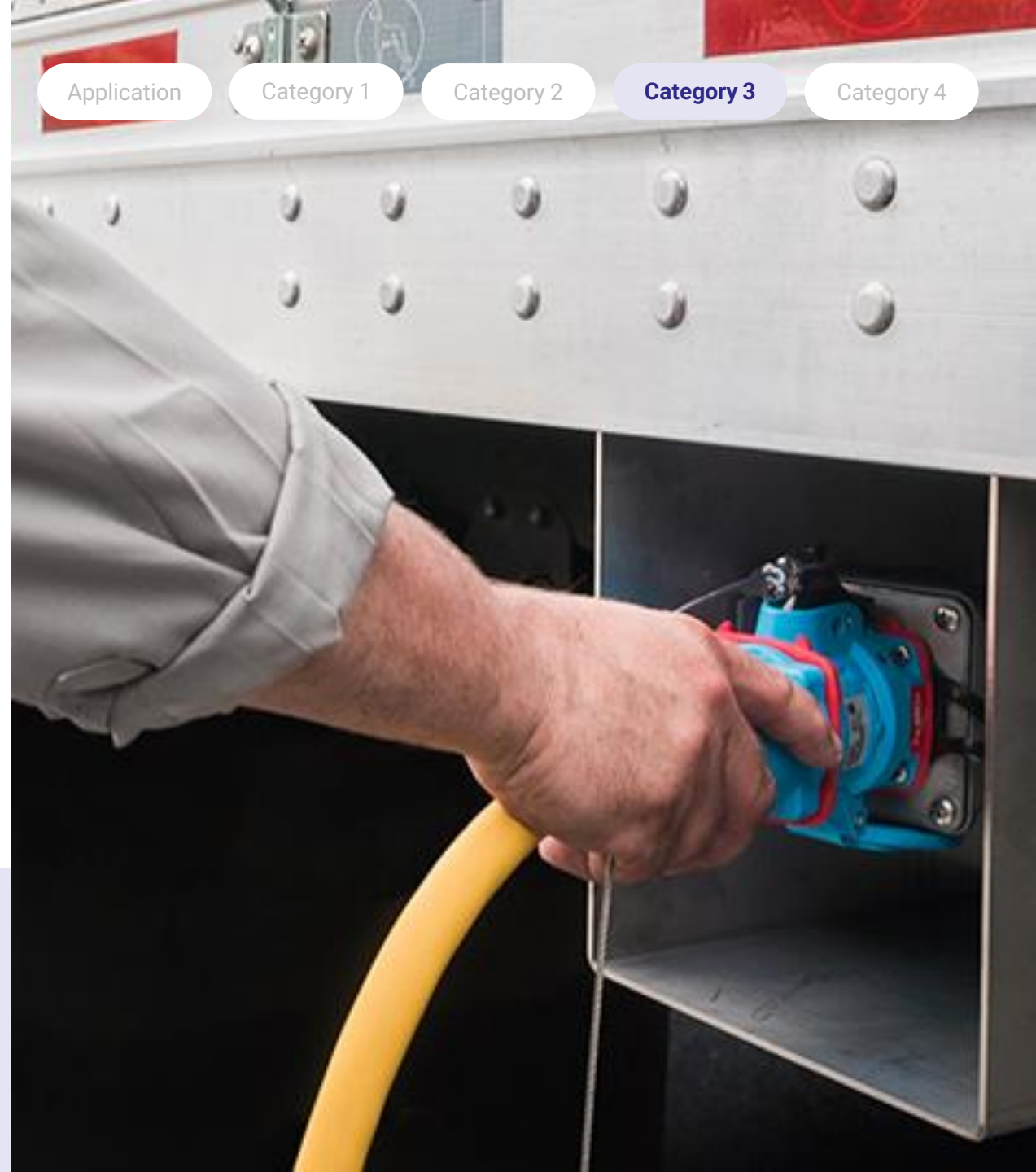
Environmental Friendliness



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

In progress in 2024:

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



Application

Category 1

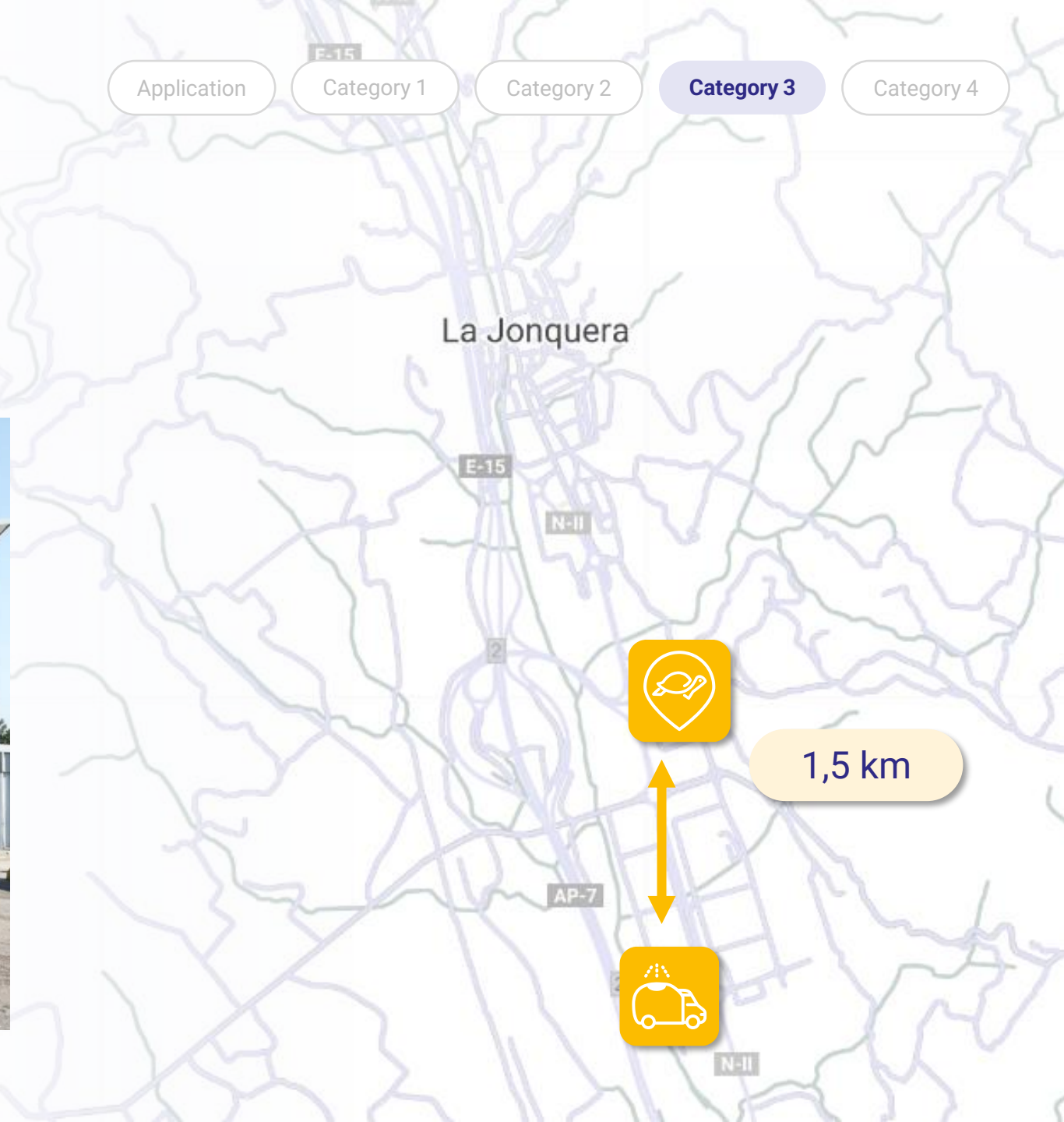
Category 2

Category 3

Category 4

Truck wash at the site or nearby

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



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 168Kw.

In 2022 we reduced 7,990 Kg of CO2.



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

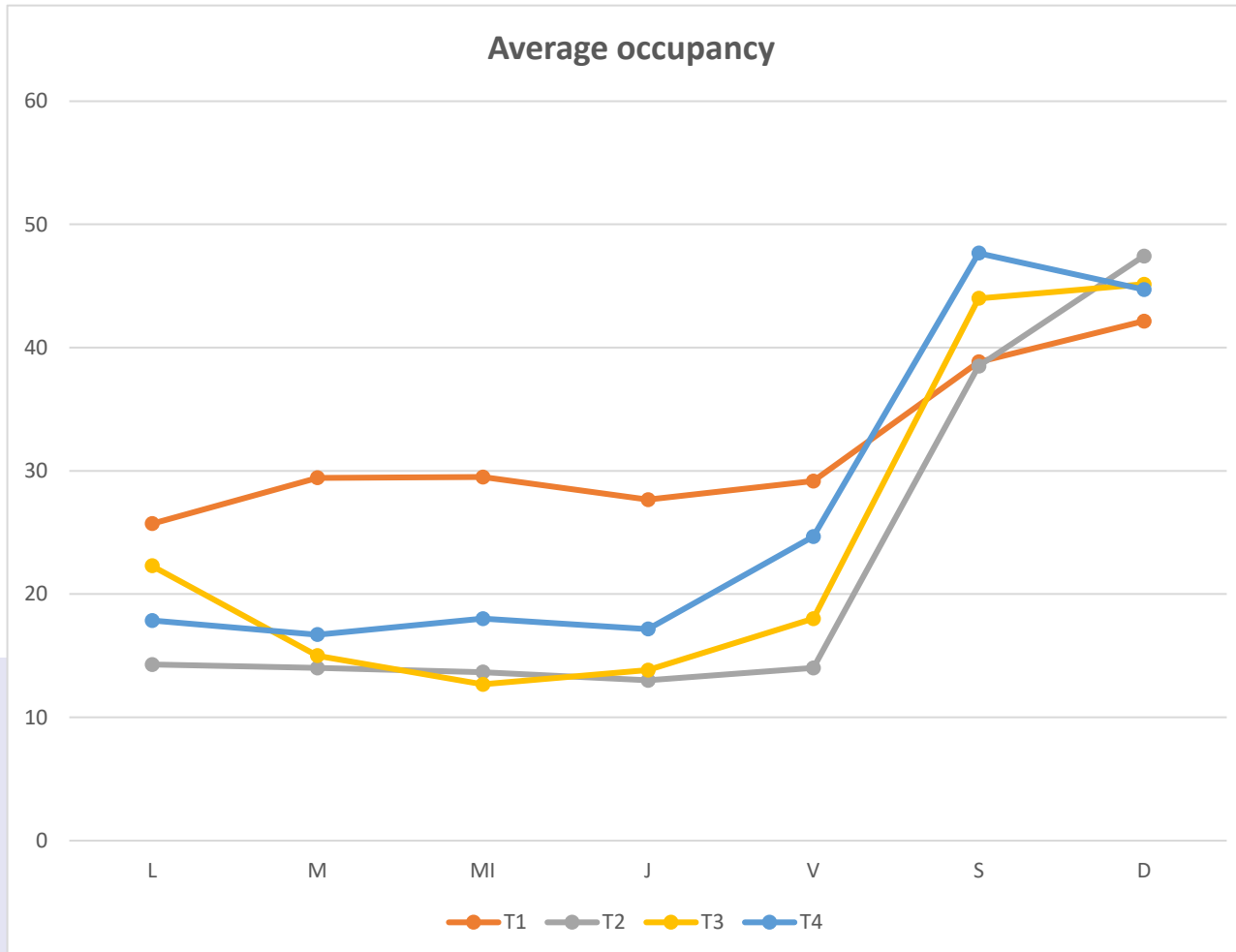
Category 2

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.



Application

Category 1

Category 2

Category 3

Category 4





2024