



EUROTEST 2007

MOTORWAY SERVICE AREA TESTS

Results of the 2007 Pan-European motorway service area testing programme

EuroTest is a consortium of European motoring organisations:
The AA (UK), ACI (Italy), ACP (Portugal), ADAC (Germany),
AL (Finland), AMZS (Slovenia), ANWB (Netherlands),
FDM (Denmark), FFAC (France), HAK (Croatia), NAF (Norway), ÖAMTC (Austria), RACE (Spain),
RACC (Spain), TCB (Belgium) and TCS (Switzerland)



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MOTORWAY SERVICE AREA TESTS 2007

1. Foreword

This is the second time that Eurotest has examined a selection of European motorway service areas. These are vital places which contribute to safer roads, as they offer rest and refreshment plus journey essentials along the Trans-European Road Network. There are of course many national differences in the style of motorway service areas (MSAs), in some countries café culture prevails in others fast food and retail are the main offering and customer requirement. The wide range of customer needs is sometimes not fulfilled but on other occasions expectations can often be exceeded.

The Eurotest survey of 2007 followed set protocols with a standard methodology agreed by the Eurotest partners which has developed over 7 years of testing. It was conducted by hotel and catering experts both in the field and at hygiene testing laboratories. The test does not claim to be anything more than a consumer test – it examines the standard, price and range of services on offer on a given day just as any driver or family turning off the motorway would find them. The MSAs are visited twice to ensure fairness.

Service area operators have a tough job. Just like traffic is sometimes hard to predict so are the expected callers at MSAs. Several unexpected coach-loads of customers turning up at the same time can place a heavy demand on the facilities and stretch staff to the limit.

In the UK particularly, with a very intensively used motorway system, these pressures can be great. Unlike other parts of Europe the UK does not have small MSAs in between the large ones which, in other countries, take the pressure off and provide more choice. However, in recent years there has been a step change in the quality of the UK's MSAs. There may still be overcrowding pressures at times and prices are sometimes questioned but overall standards have and are continuing to improve.

This year's result for the UK is an improvement. In previous years the UK has fared poorly with too many MSAs being in the poor category but standards do appear to be improving with all but one MSA rating acceptable in 2007 and even the poor rating for Toddington can be excused as improvement works were taking place.

2. Summary of key points

- The tests are designed to examine the quality and value for money of a selection of European motorway service areas (MSAs).
- Sixty five MSAs were inspected in 12 European countries.
- One MSA was rated "very good" with another 20 rated "good"; 31 were rated "acceptable" and 12 "poor"; Only one site, on the A10 in northern Italy, was rated "very poor".
- The project was funded by the EuroTest consortium of motoring organisations of which the AA is a leading member.

- The tests were managed by ADAC (the German AA), undertaken by experts from Swiss Gastro Consulting, hotel specialists with a detailed knowledge of the hotel and catering trade. Laboratory tests were undertaken by Synlab, Augsburg in Germany.
- Most of the tests were carried out in late March 2007.
- Of the six UK MSAs, all were rated "acceptable", except Toddington on the M1 which was rated "poor" although it was in the process of being upgraded.
- Medenbach East on the A3 in Germany was the top rated site and the only one tested to be rated "Very Good".

3. UK results

Overall rating

Service area	Overall Rating
M3 Fleet –Welcome Break – J4a-5	Acceptable
M4 Magor South Wales – First Motor Services – J23a	Acceptable
M4 Cardiff West -Moto – J33	Acceptable
M6 (toll) Norton Canes – RoadChef – T6-T7	Acceptable
M25 (E) Clacket Lane - RoadChef - J5-6	Acceptable
M1 Toddington - Moto – J11- 12	Poor

* Restaurant under major works during the test and result at the threshold to acceptable; after finishing renovation, MSA might be rated acceptable.

Rating in each category inspected

Categories	Fleet	Magor	Cardiff West	Norton Canes	Clacket Lane	Toddington
Road safety & parking	Acceptable	Very good	Good	Very good	Good	Acceptable
Outdoor facilities	Very poor	Very poor	Acceptable	Acceptable	Acceptable	Very poor
Acces/indoor facilities	Very poor	Poor	Acceptable	Good	Acceptable	Good
Catering	Acceptable	Good	Poor	Acceptable	Acceptable	Acceptable
Shop/kiosk	Very good	Good	Very good	Very good	Very good	Very good
Service	Good	Good	Good	Very good	Good	Poor
Family Friendliness	Very poor	Acceptable	Good	Very poor	Acceptable	Very poor
Hygiene	Good	Poor	Very poor	Very good	Acceptable	Acceptable
Prices	Poor	Poor	Very poor	Very poor	Very poor	Acceptable
Total	Acceptable	Acceptable	Acceptable	Acceptable	Acceptable	Poor*

* Restaurant under major works during the test and result at the threshold to acceptable; after finishing renovation, MSA might be rated acceptable.

4. UK versus the rest of Europe

Rating	Number of <u>European</u> MSAs given this rating	Number of <u>UK</u> MSAs given this rating
Very good	1	0
Good	20	0
Acceptable	31	5
Poor	12	1
Very poor	1	0
Total	65	6

5. Results in order of rating by country










Map*	MSA	Overall rating
Austria		
1	Pack	Good
2	Walserberg South	Good
3	Ybbs	Good
4	Schnann	Good
5	Mondsee	Acceptable
6	Europabrücke	Acceptable
7	Tauernalm	Acceptable
Belgium		
8	Groot Bijgaarden North	Acceptable
9	Herverlee North	Acceptable
10	Barchon North	Poor
Switzerland		
11	Saint Bernard	Good
12	Deitingen North	Good
13	Bavois	Acceptable
14	San Gottardo South	Acceptable
15	Kölliken North	Acceptable
Germany – general		
16	Medenbach East	Very good
17	Am Fichtenplan South	Good
18	Breisgau East	Good
19	Hünxe East	Good
20	Garbsen South	Good
21	Berfa North	Acceptable
22	Aurach South	Acceptable
Germany – trucks		
23	Werneck	Good
24	Kirchheim/Weinstraße	Acceptable
25	Niederdorf	Acceptable
26	Günzburg	Acceptable
27	Elsinger Höhe	Acceptable
29	Leipzig North	Poor
Denmark		
30	Tuelsø South	Acceptable
31	Skærup East	Acceptable
32	Tappernøje West	Poor
Spain		
33	Tudanca	Good
34	Pina	Good
35	El Vallès	Acceptable
36	Altube	Acceptable
37	Alt Camp	Acceptable

38	Desfiladero	Acceptable
39	Aritzeta	Poor
40	El Espolon I	Poor
France		
41	Canaver	Good
42	Narbonne-Vinassan North	Good
43	Saverne Monswiller	Acceptable
44	Porte d'Alsace	Acceptable
45	Phalempin West	Poor
United Kingdom		
46	Norton Canes	Acceptable
47	Magor	Acceptable
48	Clacket Lane	Acceptable
49	Fleet	Acceptable
50	Cardiff West	Acceptable
51	Toddington	Poor*
Croatia		
52	Dobra West	Good
53	Krka East	Good
Italy		
54	Castel Bentivoglio West	Acceptable
55	Calstorta South	Acceptable
56	Medesano East	Poor
57	Gonars South	Poor
58	Marengo North	Poor
59	Magra East	Poor
60	Ventimiglia Autoporto North	Very Poor
Netherlands		
61	Veenendaal	Good
62	De Poppe	Acceptable
63	De Liempdse Barrière	Poor
Slovenia		
64	Jesenice	Good
65	LOM 1	Good










* Restaurant under major works during the test and result at the threshold to acceptable; after finishing renovation, MSA might be rated acceptable

6. Strengths and weaknesses of M3 Fleet

Overall Rating:	Acceptable
Family-friendliness:	Very good
Operator:	Welcome Break
Location:	M3 between J4a and J5
Test dates:	24 and 25 March 2007

-  Site well signposted throughout
-  Parking area supervised
-  Designated parking bays for coaches and for those with disabilities
-  Picnic tables safely separated from traffic
-  Large selection of beverages and food available appetisingly presented
-  Toilets clean and well maintained
-  Mother-and-baby room and shower clean and well maintained
-  Wide range of goods in the shop
-  Internet access available









Weaknesses:

-  Insufficient rubbish bins in exterior area
-  No footpaths through parking area and no pedestrian crossing from the parking area to the building
-  Picnic areas very close to kitchen extractor
-  No outdoor children's playground
-  Disabled people unable to access the building safely and without assistance
-  No indoor children's play area
-  Knives in cutlery holder had not been dried
-  Side salad only available as pre-packed salad in plastic bowls
-  Limited selection of cold dishes














7. Strengths and weaknesses of M4 Magor

Overall Rating:	Acceptable
Family-friendliness:	Acceptable
Operator:	First Motor Services
Location:	M4 J23a
Test dates:	24 and 25 March 2007

Strengths:

-  Sufficient parking bays for caravans and other towed vehicles, and for those with disabilities
-  Pedestrian crossings from the parking areas to the building
-  Outdoor picnic areas and children's playground safely cordoned off from traffic
-  Indoor area clearly marked
-  Large selection of beverages and food available appetisingly presented
-  Toilet provided for the disabled
-  Mother-and-baby room very clean
-  Separate area for dogs

Weaknesses:















-  No footpaths through parking area
-  Litter around the motorway service area building
-  Access route from parking area to the children's outdoor playground not signed
-  Wheelchair users cannot safely access the building
-  Restaurant noisy due to radio and television playing during second inspection
-  No indoor children's play area
-  Restaurant tables dirty during second test
-  Limited selection of cold dishes
-  Toilets shabby and dirty
-  No mat on the baby-changing table; hygiene results rated poor at the second test
-  Also in the second test, it was necessary to visit to the petrol-station shop, situated more than 50 metres away from the main building, in order to purchase one item in the test basket
-  High prices in shop
-  No Internet access

8. Strengths and weaknesses of M4 Cardiff West












Overall Rating: Acceptable
Family-friendliness: Good
Operator: Moto
Location: Motorway service area on the M 4 Newport - Swansea Exit 33 (Saint Brides-super-Ely)

Test dates: 24 and 25 March 2007

Strengths:

-  Site well signposted throughout
-  Designated parking bays for coaches, towed vehicles and for people with disabilities
-  Designated parking bays for parents with children located directly in front of the building
-  Designated route for wheelchair users from the parking area into the building
-  Outdoor picnic areas and children's playground safely cordoned off from traffic
-  Massage chair and "dog bar" provided
-  Indoor play area for children
-  Large selection of beverages and food available appetisingly presented
-  Toilets clean
-  Disabled persons toilet provided
-  Mother-and-baby room provided
-  Wide range of goods in the shop
-  Lockers for biker gear and helmets provided
-  Internet access available















Weaknesses:

-  No footpaths through parking area
-  Pedestrian crossing markings between parking areas and building faded
-  Chairs placed very close together in restaurant
-  At the time of the first test, floor and tables in the restaurant dirty and the tables not cleared
-  Cutlery container was empty during the first test
-  Salad only available as pre-packed salad in plastic bowls
-  Limited selection of cold dishes, no vegetarian dish, no fresh salads;
-  High restaurant prices
-  Toilets shabby and dirty; with poor hygiene levels
-  Access to toilet for disabled persons too far away
-  Hygiene level on the baby-changing mat was a potential health hazard








9. Strengths and weaknesses of M6 Toll Norton Canes

Overall Rating: Acceptable
Family-friendliness: Very poor
Operator Roadchef
Location: M 6 Birmingham Between T 6 and T 7
Test dates: 24 and 25 March 2007

Strengths:

-  New quiet facility, spacious, well looked-after and clean
-  Entire facility well signposted
-  Designated parking bays for coaches, towed vehicles and for people with disabilities
-  Pedestrian crossings from the parking areas to the buildings over raised sections of the road
-  Picnic areas mostly safely designed
-  Hiking path
-  Massage chairs provided
-  Large selection of hot dishes and beverages, also fresh salads in the first test, vegetarian dish available; meals appetisingly presented; cappuccino very good
-  Toilets well looked-after and look clean; very good results in the hygiene test
-  Toilet provided for the disabled
-  Mother-and-baby room with paper roll; very good results for the baby-changing mat in the hygiene test
-  All items in the test basket available in the service area shop
-  Internet access possible
-  Water and dry food for dogs in the outdoor area

Weakness:











-  In some areas, no footpaths along the parking areas
-  No outdoor children's playground
-  Indoor play area for children unsatisfactory
-  Chairs at times placed very closely back to back in the restaurant
-  Disposable cutlery in use
-  Limited selection of cold dishes, no freshly squeezed juices; long wait for test dishes; test dishes (baked cream pasta with vegetables and roast beef with roast potatoes and vegetables) not tasty; high prices
-  High prices in the shop

10. Strengths and weaknesses of M25 Clacket Lane













Overall Rating: Acceptable
Family-friendliness: Acceptable
Location: M 25 London Orbital Motorway between J6 (Godstone) and J5 (Sevenoaks)
Operator: RoadChef

Test dates: 24 and 25 March 2007

Strengths:

-  Parking area with video surveillance
-  Designated parking bays for coaches, towed vehicles and for people with disabilities
-  Pedestrian crossings leading from the parking areas to the building
-  Two children's outdoor playgrounds, safely cordoned off from traffic
-  Large selection of hot dishes and beverages, vegetarian dish available, freshly squeezed juices; cold meals appetisingly presented
-  Very good results for the toilets in the hygiene test
-  Toilet provided for the disabled
-  Mother-and-baby room provided; very good hygiene results for the baby-changing mat in the first test
-  All items in the test basket available in the service area shop
-  Internet access possible












Weakness:

-  Parking areas for mobile homes and towed vehicles poorly signposted
-  No footpaths along the parking areas
-  Litter in the green areas in the second test
-  No picnic tables (benches only), located in the entrance area of the building
-  No indoor children's play area
-  Chairs at times placed very closely back to back in the restaurant
-  Floor and tables in the restaurant dirty; tables not cleared
-  Limited selection of cold dishes; test dishes (mixed grill with French fries and pasta with spring vegetables) not tasty; high prices
-  Toilets very dirty
-  Access to toilet for disabled persons too far away
-  Hygiene results for fold-away baby-changing table hazardous to health in the second test
-  High prices in the shop














11. Strengths and weaknesses M1 Toddington

Overall Rating:	Poor*
Family-friendliness	Very Poor
Location:	M1 London – J11 (Luton-West) and 12 (Toddington)
Operator	Moto
Test dates:	24 and 25 March 2007

Strengths:

-  Entire facility well signposted
-  Parking area with CCTV monitoring
-  Designated parking for the disabled and for coaches
-  Massage chair and "dog bar" available
-  Restaurant with self-service and waiter service
-  Large selection of beverages; cold meals appetisingly presented
-  Good results for the toilets in the hygiene test, and very good for the baby-changing table
-  Toilet provided for the disabled
-  All items in the test basket available in the well-stocked service area shop
-  Lockers for biker gear and helmets
-  Reasonable prices in the shop

Weaknesses:

-  Designated parking for mobile homes and towed vehicles located in parking area for HGVs
-  Footpaths through the parking area run behind, rather than in front of cars in places
-  In some areas there are no pedestrian crossings from the parking areas to the building
-  Outdoor facilities not well maintained: many potholes, loose pavements and faded surface markings
-  Benches only (no picnic tables) located close to the motorway
-  No outdoor children's playground
-  No indoor children's play area
-  Chairs placed very closely back to back in the restaurant
-  Tables and chairs dirty; tables not cleared in the first test
-  Limited selection of cold dishes, no freshly squeezed juices, no vegetarian dish
-  Toilets shabby, dirty in the first test
-  Baby-changing table located in the toilet for the disabled, and locked in the first test
-  Staff appeared neither motivated nor trained in the first test

☹️ No Internet access

*Restaurant under major works during the test and result at the threshold to acceptable; after finishing renovation, MSA might be rated acceptable.

12. Results: Analysis and Criticism

With its daring, modern facade, the restaurant beside the motorway tempts you to pull over. But anyone who gives into temptation and stops off at Ventimiglia Autoporto North on Italy's A10 just before the border with France is in for a nasty surprise.

The access road is confusing and the parking area is not signposted. Pedestrians have to run the gauntlet of traffic while walking through parked cars, past run-down outdoor facilities. The toilets and showers are appalling. People with disabilities and children appeared to be not welcome at all. This was the only site where inspectors had to ask for a child's high chair and where no baby-changing table was provided. The toilet for the disabled was located in the cellar – inspectors wondered how wheelchair users were supposed to get there. On top of this the restaurant was closed at weekends. In view of these shortcomings, the inspector concluded: "There's a motorway, so keep going". And this service area got what it deserved: last place in the test and the only site to be given an overall rating of very poor.

Bottom of the league

Twelve of the 65 service areas tested were rated poor and hence failed to make the grade. The second-last place was also an Italian site: Magra East on the A 12 (Livorno – La Spezia) between Sarzana and Brugnato. With the French Phalempin West service area on the A 1 (Lille – Paris) between Carvin and Seclin coming third last.

Mid-field and winners

More than half the sites tested, thirty one in total, were rated acceptable. With a pleasing 20 service areas, almost one third, rated good. The majority of these sites fell short of a very good rating due to their shortcomings with regard to road safety, outdoor facilities and, unfortunately, family-friendliness.

Top marks went to the German Medenbach East motorway service area, a "Tank & Rast/ Mövenpick-Marché" facility on the A 3 (Frankfurt – Cologne) between the Wiesbaden motorway intersection and Wiesbaden/ Niedernhausen, the only site in all of Europe to be rated very good. This site was one of only six sites to also receive a score of very good in the family-friendliness category. This state-of-the-art facility was clearly signposted, very well maintained and clean, including the toilets. The designated parking areas for the disabled, coaches, HGVs, as well as mobile homes and towed vehicles were clearly separated from each other. The picnic tables and deck chairs invite guests to take a break. There was plenty of equipment provided to keep children amused outdoors and indoors. A lift brings wheelchair users to the restaurant and children's bibs were provided with high chairs.

This feel-good package for families also included a well furnished mother-and-baby room that offers a host of extras. The same can also be said for the catering that is provided in familiar "Mövenpick-Marché" quality. One serious shortcoming was that the pedestrian crossings from the parking lots to the building were not clearly marked.

Second place in this European test also went to a German motorway service area: The Am Fichtenplan South "Tank & Rast" facility on the A 10 (Berlin motorway ring road) between Rangsdorf and Schönefeld intersection. Third place went to the Swiss

"Mövenpick-Marché" Saint Bernard facility on the A9 (Lausanne – Martigny) between St. Maurice and Martigny-Fully.

Thumbs-down categories

The most serious shortcomings found in the tests were for access for the disabled, leisure facilities and the condition of outdoor facilities. Almost half the sites failed to make the grade here. A rating of very good was not awarded in this category.

Although most buildings do have ramps or lifts wheelchair users often have to master a dangerous slalom right through traffic. Very few sites were judged to be "well looked-after and clean", and anybody looking for any kind of additional attractions will normally be disappointed. In the 65 facilities tested, our inspectors found just a single pet zoo, one barbecue, one outdoor shower, deck chairs twice, a couple of hiking paths and massage chairs which are charged for.

A major problem was often the layout of the parking area. Almost 40 percent of the sites tested were awarded a grade of poor or very poor in this category. Whilst designated parking for the disabled is standard almost everywhere, designated parking bays for coaches, mobile homes and towed vehicles was very often lacking. These were usually located in the parking area for HGVs, and this is dangerous, particularly for people with children. It is also hazardous for pedestrians to walk through parked vehicles and flowing traffic to reach the building. Marked pedestrian crossings should be installed both from the parking area to the building and also along the rows of parked cars and these paths should be located in front of cars and not behind as children may not be seen by reversing motorists. Out of the 65 sites tested 61 failed in this category.

Thumbs-up categories

The inspectors found the standard of food to be good nearly everywhere. Only in five sites did the inspectors find problems, these were, Cardiff West and Clacket Lane in the UK, Tappernøje West and Skærup East in Denmark, as well as the German Leipzig North truck stop. However criticism was often due to the limited selection of food on offer. Vegetarian meals were also generally available - although these dishes were not always of a very high standard.

In general the following categories fared well: friendliness and helpfulness of staff. Tourist information was also available almost everywhere. On the other hand, however, inspectors did not always find Internet access available.

All the motorway service areas had a shop in the building or in the affiliated petrol station except one: de Liempdse Barrière in the Netherlands. These shops frequently turned out to be a shopper's paradise or tempted visitors with regional specialities.

However, in many cases it was not possible to completely fill the test basket in the service area shop. Amazingly, the operators nearly all lacked the same items: baby's nappies and/or fresh fruit were almost always lacking. Whilst the latter can often be found at the counter in restaurants, the inspectors frequently had to go to the petrol-station shop in search of nappies, sometimes having to walk right across the facility. In short, around one quarter of the sites received low marks here.

Conclusions

The inspectors found a lot to be pleased about, but also considerable areas of concern in this year's motorway service area test. There is room for improvement (almost) everywhere, and in many cases improvement would be relatively easy to bring about. After all, it can't be that difficult to stock shops with baby's nappies and fresh fruit and management need to ensure that outdoor facilities, restaurants and toilets are maintained and kept clean. Offering families better services does involve greater effort and expense; however, considering the poor results scored in the family-friendliness category, improvements are urgently needed. Also a similar urgency is needed to revise the layout of parking areas and safety for pedestrians and the disabled.

(Regarding family-friendliness and prices, refer to "Offers for families: Looking for a needle in a haystack", regarding hygiene, refer to "Hygiene tests: Tracking Down the Germs")

13. Methodology: How We Tested

The 2007 EuroTest Pan-European Consumer Testing Programme, focused on 65 motorway service areas (MSAs) in 12 European countries. The experts visited eight MSAs in Spain, seven in Austria and Italy, six in the UK, five in Switzerland and France, three in Belgium, Denmark and the Netherlands, two in Croatia and Slovenia along with seven service areas and truck stops in Germany. Germany's ADAC motoring club was responsible for the performance and methodological management of EuroTest.

All the motorway service areas were advertised as such by a knife and fork road sign on the motorway. The German truck stops, which were tested for the sixth time this year and on the same basis as the service areas, were also advertised by the same sign. The facilities were largely located on main travel routes. The sites tested were chosen by the EuroTest partner clubs whilst information received from club members was also considered.

The criteria used in EuroTest are based on the needs of a family of two adults and two children including one baby. They are travelling in a car or mobile home (or towing a caravan) and want something quick, good and cheap to eat and drink – and will also need a high chair. They would prefer a self-service restaurant, but where there is none they will make do with a restaurant with waiter service. The baby's nappy needs changing. The family would enjoy special leisure facilities such as a keep-fit trail or a wellness section. They also want to buy a few small items for the journey.

The on-the-spot tests were carried out by experts from Swiss Gastro Consulting, Böblingen, Germany, a firm of hotel specialists or directors with extensive experience as quality inspectors in the hotel and catering trade. The inspections were undertaken from 20 March to 10 April, between 11 am and 1 am. Each test was performed twice on different days by two different inspectors (documented with photos) and without any advance warning for operators. Although this double test principle involves a lot of time

and effort, it prevents the kind of coincidental results that might result from a single visit, thus depicting the performance of a service area as objectively as possible.

The test is based on a check list that was compiled by ADAC in cooperation with Swiss Gastro Consulting as well as national and international experts and is updated annually. A standard menu was eaten in each test; once in each facility, the cheapest vegetarian dish and the cheapest meat dish. The inspectors undertook swab tests from the baby's changing table, the toilet seat and an inside door of both the ladies' and gentlemen's toilets; these were taken by courier to the Synlab medical laboratory in Augsburg for analysis within 72 hours.

The nine categories of the check list were as follows:

Traffic safety and parking: Weighting 18 %

- Safety of access and exit roads
- Signposting and layout of all outdoor facilities
- Parking
- Pedestrian safety in outdoor facilities
- Safety of leisure facilities

Outdoor facilities: Weighting 5 %

- Availability and condition of rubbish bins
- Noise level
- State of repair and cleanliness of outdoor facilities and the service area building
- Additional leisure facilities

Access / indoor facilities: Weighting 6 %

- Safe and unassisted access for wheelchair users / the disabled to the service area's facilities
- Menu displayed
- Layout and signposting in the building
- Additional leisure facilities

Catering: Weighting 25 %

- Self-service and/or waiter service restaurant
- Air quality and noise level, seating available, furnishings and cleanliness of the restaurant
- Range of food and beverages, freshness and quality of food, preparation time
- Quality and tastiness of the test dish: small salad, cheapest vegetarian or meat dish, a cappuccino
- Table-clearing service

Shop/kiosk: Weighting 5 %

- Location of shop

- Availability of all items in the test basket: chilled soft drink / coke, mineral water, fresh fruit, sandwich / hotdog / snack, tissues, baby's nappies

Service:

Weighting 7 %

- Presence, appearance, friendliness and helpfulness of staff
- Information provided by staff
- Availability of Internet terminal and Wireless Access Point; information about regional accommodation or affiliated hotel

Family-friendliness:

Weighting 9 %

- Availability, safety and condition of picnic areas
- Availability, safety and condition of children's outdoor playground, equipment provided
- Availability and condition of indoor play area and equipment provided
- Availability of a microwave to heat up baby food, children's high chair
- Availability and condition of mother-and-baby room, equipment provided

Sanitary facilities:

Weighting 20 %

- Condition, cleanliness and smell of toilets
- Availability of toilet for the disabled
- Availability, condition and cleanliness of shower
- Hygiene tests (pick-off samples) of toilet seats and door handles in ladies' and gentlemen's toilets and changing mat on the baby-changing table

Prices (in euros):

Weighting 8 %

- Prices of all items of the test dish (refer to "Catering" above) plus a mineral water up to 0.3 litres
- Prices charged in the shop (each time in the cheapest price bracket) for 0.5 litres of cola, 1 litre of mineral water, a sandwich or something similar, and a toothbrush

In both tests, points were given independently for all test criteria and then added up to reach the respective single result. The average was taken of these two single results to give the overall result for each service area. Depending on the number of points scored in the overall result, each MSA was then classified according to one of five ratings: on the positive side "very good", "good" or "acceptable"; on the negative side "poor" or "very poor".

14. Catering for the needs of families

The kids are complaining, Dad is thirsty and Mum needs to find a loo, and there are still miles to go to the holiday destination. But then, a sign – an upcoming motorway service area. However only 45 of the 65 service areas tested in twelve European countries pay special attention to the needs of families and 38 service areas were rated very poor and seven poor when it came to facilities for families.

But it doesn't have to be that way. Six sites were rated "very good" for families and nine good. And the five service areas that were rated acceptable were at least moving in the right direction. The two German motorway service areas of Medenbach East and Hünxe East are the only sites that offer families the full service demanded in the test. Saint Bernard in Switzerland, Pack and Mondsee in Austria and Breisgau East, a German service area, were found to be almost as good, but only almost.

Take, for example, Medenbach East, this year's test winner: parents will find outdoor picnic areas safely cordoned off from traffic and a playground for the little ones where they can climb, swing, slide, see-saw and balance to their heart's content. Mum and dad can also relax in the deck chairs provided next to the playground. Inside, a children's house with toys to play in, bibs are provided with high chairs in the restaurant and the separate mother-and-baby room has been furnished with care and is equipped with the many different items a baby needs. This positive picture is enhanced by staff who have the interests of the children at heart. The picture is pretty much the same at Hünxe East. The family dog can even look forward to his own patch of lawn and a "dog bar". And the children's play area inside with a big house and not a thing missing was described as "a child's dream" by the inspector.

At Austria's Pack, a pirate ship is anchored outside and in summer there's a pet zoo with goats. At Mondsee, also in Austria, visitors can go to the lake of the same name or brush up on their knowledge of botany in a small herb garden. At Switzerland's Saint Bernard, there is a country path around the lake and at Germany's Breisgau East a wine discovery path. This does not automatically make the site family-friendly, but does, at least offer additional leisure facilities.

In Austria, Ybbs and Tauernalm were rated good in terms of family-friendliness, the remaining three service areas failed. Another service area in Germany was rated good (Am Fichtenplan South) whilst one more was rated acceptable (Garbsen South) and two were rated very poor. All six German truck stops were rated very poor here; Werneck was the only site to be rated poor. Denmark did not fair too badly with one good rating and one acceptable. Skærup East was the only site that is not recommended for families (rating of very poor). Croatia put on its best face here: two sites in the test and two ratings of good for families.

And now there's no way but down: The UK was given one good and two acceptable ratings together with three poor ratings. Especially indoors, there is little on offer for children. With the exception of a country path at Norton Canes and the almost mandatory massage chairs, which are not free of charge, there were no other additional leisure offers. There was not much on offer in France either. Although toilets in mini format are standard here, and at Narbonne-Vinassan North, there are even lowered sinks for children, these good approaches were not followed-up further to provide a

sufficiently good offer for families. Three of the five service areas tested were rated very poor. Except for Phalempin West, picnic tables were provided everywhere. Canaver (good) and Narbonne-Vinassan North (acceptable) scored well by offering seldom-seen additional facilities, such as a country path, barbecue and outdoor showers. But that was all.

With the exception of the exemplary Saint Bernard motorway service area, the Swiss sites all fared badly in the family category with two ratings of poor and two of very poor. Spain's ratings show a solitary good for Pina which went the full length, offering picnic areas, an (albeit) unattractive children's outdoor playground and a play area in the building, along with a mother-and-baby room. But that's all there is to report. The result is two ratings of poor and five of very poor for this miserable performance.

Looking towards Slovenia, there's not a lot to see – low marks across the board with one poor and one very poor. Jesenice offered picnic areas and an unattractive outdoor playground. The baby-changing table was located in the hallway and blocked by metal rails. Lom I offered an attractive indoor play area and a mother-and-baby room. The picnic tables, however, were located very close to the road and there was no outdoor playground.

It gets even worse: A very red card for Belgium, the Netherlands and Italy. These countries all received very poor ratings in the test. At Belgium's Barchon North, for instance, there was indeed a large indoor climbing frame and a designated mother-and-baby room but also a non-child-proof socket directly above the changing table. The picture is pretty much the same at Heverlee North where the baby changing table was located in the break room for toilet staff that is also used as the electrical room – with lots of exposed cables lying about. At Groot Bijgaarden North, the baby-changing table was banished to the storeroom for toilet items.

Moving on to the Netherlands, the inspectors found little more for families than picnic areas and children's high chairs in the restaurant at Veenendaal and De Poppe. The situation is similar in Italy. Although Calstorta South has picnic areas and a children's playground over a large green area, it's not much fun to play here since there is only one slide, a broken see-saw with its spring protruding out of the ground – making playing here even dangerous. Out there on its own in this European comparison is last-place Ventimiglia Autoporto North where a child's high chair was only provided after enquiring and not even a baby-changing table was provided.

The family-friendliness category hence proved to be the worst in the test. It goes without saying that the feel-good package for families also includes safe parking areas, clean restaurants and toilets, healthy food and well-stocked shops. However, since these aspects are of interest to all visitors to a motorway service area and not just to families, they were rated in the other categories of the test. Take for instance prices. In this category, we are pleased to report the good news: 53 service areas were found to be in the low to mid-price bracket whilst twelve had to be classed as expensive. Our inspectors got the best deals at the German truck stops Leipzig North, Tornesch and Kirchheim an der Weinstraße, at the Spanish Tudanca and El Espolon I motorway service areas, as well as at Lom I and Jesenice in Slovenia. On the other hand, inspectors had to dig deep into their pockets at the UK Cardiff West, Norton Canes and

Clacket Lane service areas as well as at Spain's Aritzeta and Denmark's Skærup East. But high prices can also be found in Switzerland.

Comparing: our test menu comprising the cheapest meat dish, a small salad as well as 0.3 litres of mineral water and a normal cup of cappuccino cost our inspectors a proud 24.69 euros in the UK's Clacket Lane motorway services area. At Croatia's Dobra West motorway services, two people could eat for this amount of money: the bill here was 11.40 euros. Our test basket with the cheapest sandwich, a litre of water, 0.5 litres of coke and a toothbrush cost 5.59 euros at Elsinger Höhe truck stop in Germany and almost three times that amount (15.55 euros) at Skærup East in Denmark. Despite these enormous differences, surprisingly most prices in Europe's motorway service areas are now, however, on a reasonable level.

15. Around the Countries

It perhaps comes as no big surprise that last place in this year's motorway service area test went to an Italian site, Ventimiglia Autoporto North on the A 10, the only site in this European ranking to be rated very poor. Out of the twelve service areas rated poor, four more are located in Italy, including Magra East on the A 12 which came second last. The inspectors commenting that "It is not apparent why anyone should take a break here" (Gonars South on the A 4) or "It's better to drive on past" (Marengo North on the A 26/ A 7).

Belgium, Germany's truck stops, Denmark, Spain, France, the UK and the Netherlands each had one site that failed to make the grade. The only countries that did not slip up were Austria, Switzerland, Croatia and Slovenia, along with Germany's motorway service areas. Good ratings were awarded an above-average number of times in Austria, to the German motorway service areas and in Croatia and Slovenia.

We begin our journey through Europe in:

Austria

Results were positive right across the board with four ratings of good and three of acceptable. Austria clocked up points primarily with its excellent catering, friendly service and reasonable prices. There were some disappointments; sanitary facilities at the Mondsee (very poor) and the Europabrücke (poor) service areas.

Family-friendliness also needs to be improved. Parking areas in several sites need to be redesigned and made safer for pedestrians. However, inspectors found the majority of shortcomings in the categories of additional leisure offers and access for the disabled. The Schnann site was the only service area that was found to be disabled-friendly throughout.

Belgium

Results placed Belgium in the middle rankings in this test having received two ratings of acceptable and one of poor. Inspectors could find nothing to fault in catering and high marks were also awarded for sanitary facilities and prices.

The layout and safety of the parking area and the range of goods in the shops certainly could be improved and family-friendliness and the appearance of outdoor facilities were rated as poor in all three sites

Switzerland

The results were positive throughout with two ratings of good and three of acceptable. The inspectors graded the very diverse range of goods in the shops as very good. The excellent catering offered at the Swiss sites was found to guarantee quality. Food was served by friendly, motivated staff. With the exception of Kölliken North, all the sites can be easily accessed everywhere by the disabled. Top marks were also awarded for the appearance of the outdoor facilities and, in most cases, for the condition of sanitary facilities.

A glance at the high prices, however, confirmed once again this year the weak buying power of the euro in this high-wage country. Shortcomings were found, especially at San Gottardo South and Kölliken North, with regard to the layout and safety of the parking area. And with the exception of the exemplary Saint Bernard site, Switzerland's service areas failed completely in the family-friendliness category.

Germany

The result was a good one for Germany's service areas. Medenbach East was the winner in this year's test and was the only site to receive a ranking of very good. There were also four ratings of good and two of acceptable. The situation was not quite as good for the truck stops: one good, five acceptable, but one poor in the case of Tornesch.

On the whole, prices are in the low to medium range although the truck stops are somewhat cheaper. The range of goods on offer in the shops was good throughout. With the exception of Tornesch, the inspectors mostly found well looked-after and at least visually clean sanitary facilities. However the lab test were poor. Catering was found to be generally good everywhere. The only negative experience found by our testers was at Leipzig North truck stop. This site and the Berfa North service area were the only sites to be given low marks for service.

A rating of poor was awarded three times in the categories of access for the disabled and layout of the indoor area. The experts were much less satisfied with cleanliness and layout of outdoor facilities. Inspectors found some leisure facilities, a (fenced-in) pond, a wine discovery path and, in two sites, deck chairs. When it came to safety and the layout of the parking area, eight sites, including all truck stops apart from Werneck Niederdorf, failed to make the grade. Inspectors also found that safe footpaths through car parks and safe pedestrian crossings to the building were often not in place. However, Germany's service areas rank among the best in Europe when it comes to family-friendliness.

Denmark

Of the three sites inspected, two were rated acceptable and one rated poor. Good marks were given for the layout and safety of the parking area, cleanliness of outdoor facilities and friendliness and helpfulness of staff. The service area shops, with the exception of Tappernøje West, had a wide range of goods on offer, although prices are relatively high. The most expensive visit was at the restaurant and shop in the Skærup East service area which is also not recommendable for families.

The catering on offer did not impress inspectors in any of the three sites, Tuelsø South was the only service area to receive a rating of acceptable. Above all, access for the disabled, signposting of the interior area and cleanliness in the restaurants were found to be unsatisfactory. And the results for the sanitary facilities when it comes to cleanliness and hygiene were particularly disappointing - all three facilities failed in these categories.

Spain

Of the six sites inspected two were rated poor, four were rated acceptable and two good. The inspectors found the food to be good everywhere and – apart from Aritzeta - prices were found to be in the mid-price bracket at most. There was good news with

regard to hygiene. El Espolon I was the only site where the furnishing and cleanliness of the sanitary facilities left a lot to be desired, otherwise ratings ranged from very good to acceptable.

Low marks were given for the layout and signposting of parking areas, pedestrian safety and cleanliness of outdoor facilities. The full test basket was only available at Pina, whilst baby's nappies and, in most cases, fresh fruit were not available in the shops. Access for the disabled was also disappointing. Alt Camp was the only site to offer fully functional and comprehensive access in this category. A disastrous rating for Spain's child-friendliness: All seven sites failed in this category.

France

Phalempin West is the only site rated poor, two sites were rated good and two acceptable. French cuisine in the majority of motorway service areas is a guarantee for culinary delights, prices are middle of the range and, apart from Phalempin West; our inspectors were satisfied with service. We are pleased to note that there was very little criticism of the layout and safety of the parking area and only Saverne Monswiller faired poorly in this category. Here and there, outdoor facilities could do with a little more care.

The condition and cleanliness of the sanitary facilities were good with the exception of Phalempin West. A word of praise for the mini toilets for children provided at all the sites. Otherwise, three of the five service areas tested failed miserably when it came facilities for families. Canaver and Narbonne-Vinassan North, however, did score well for seldom-provided additional offers such as a hiking path, barbecue area and outdoor showers.

UK

The result for the UK is also let down by one site that failed to make the grade: Toddington with a rating of poor, although this site was undergoing considerable refurbishment work. Otherwise, a rating of acceptable was awarded five times, Very good ratings were given for the range of goods on offer in the shops with good ratings awarded for the layout of the parking area and often also for safety of pedestrians and the disabled, and, with the exception of Toddington, also for service.

Culinary highlights should not be expected. Outdoor facilities, the restaurant and toilets sometimes needed to be cleaned more thoroughly. There were no additional leisure offers apart from one country path and massage chairs that were not free of charge. When it comes to family-friendliness, three sites were also rated very poor. But dogs are welcome and designated dog areas or even free dog food were provided almost everywhere. Bikers are also welcome and lockers are specially provided for their gear. Prices, however, are enough to bring a tear to the eye of any tourist from the continent – this is due to the poor exchange rate for the euro. The only moderate prices were found at Toddington.

Croatia

The two Croatian sites were both rated good. Highlights included very good catering combined with pleasant service at very acceptable prices along with well looked-after outdoor and sanitary facilities. Families feel looked after here. Krka East offers a country path with a fantastic view of the bay.

The inspectors, however, were not happy with the layout of the outdoor facilities at Dobra West: There are no pathways along the parking areas, and sometimes no pedestrian crossings from the parking areas to the building nor designated parking for mobile homes and towed vehicles and this means that access to the building is not safe for the disabled. It is a pity that this was obviously overlooked when the facility was planned. After all, both service areas are new and considerable investment was made in some areas.

Italy

A lot has already been said regarding the results for Italy's motorway service areas (see above): two ratings of acceptable, four of poor and one very poor for Ventimiglia Autoporto North which came last in this year's test were recorded. High scores were awarded in Italy for good food and reasonable prices, coffee was generally very good and sandwiches very reasonably priced. High marks were also given for the range of goods on offer in the shops with the exception of Gonars South and Ventimiglia Autoporto North.

Scores were mostly low for the layout of the parking area and the safety of pedestrians and the disabled, as well as for service. The condition of sanitary facilities was very poor. Italy's service areas failed completely when it come to the upkeep and cleanliness of outdoor facilities which were found to be uninviting, resulting in seven ratings of very poor in the facilities for families category.

The Netherlands

Three sites tested, three different ratings: one good, one acceptable and one poor. The only categories to receive universal good marks were catering and sanitary facilities. Low marks were awarded to De Poppe due to rubbish and a high noise level in the outdoor facilities as well as service which did not work very well. Prices at De Liempdse Barrière were high and lack of safe access for disabled people at Veenendaal were also rated very poor.

A rating of very poor in the traffic and parking category went to De Liempdse Barrière due to its lack of/or poor signposting of outdoor facilities, the lack of parking bay markings and the uncertain situation for pedestrians. The fact that the outdoor area has a gravel surface was unusual. De Liempdse Barrière, had no shop at all, and the shop at Veenendaal was situated at the petrol station, a long distance away from the main building. Only at De Poppe was it possible to fill the test basket (except for nappies) and prices were reasonable. It's hard to believe, but three ratings of very poor went to the Dutch sites in the family friendliness category.

Slovenia

The results for Slovenia are very similar to those of its neighbour Croatia. Two sites were tested and two rated good. Catering was excellent with reasonable prices, friendly and helpful staff, and by and large well looked-after sanitary facilities. Parking areas were well managed and organised, however, pedestrian safety needed to be improved. Access for the disabled was safe. At Lom I, there were no baby's nappies, not even at the petrol station shop some distance away. Facilities for families were rated very poor and this is reflected in their ratings.

16. Hygiene Tests: Tracking Down the Germs

Even when a toilet looks completely clean, it may still harbour many germs. Inspectors found that 40 percent of samples taken from toilet seats, toilet door handles and baby-changing table mats were hygienically safe. On the other hand faecal germs and/or pathogens - and hence a potential health hazard – were found in almost every seventh sample.

In addition every seventh baby-changing mat was found to be a potential health hazard. These faecal germs and pathogens were also frequently found on toilet seats in high and hence health-endangering numbers on the seats in men's toilets: they were identified in 6.2 percent of samples – the worst result of all. The presence of faecal flora always involves a (minor) risk of infection with an enteritis pathogen such as salmonella or a rotavirus. If older people or infants in particular are infected, this can cause serious illness or even death. These pathogens have very potent infection mechanisms which can have devastating consequences, should such a case arise. Depending on the pathogen's portal of entry, all kinds of different clinical pictures can occur, for example an abscess after a micro-injury of the skin.

The seats in the men's toilets also fared worst in the search for larger quantities of skin, environmental and water germs: The lab detected these germs in 60 percent of samples. However, the presence of these germs does not generally need to be classified as cause for concern. This is because people and their environments are not sterile, but colonised by a multiplicity of micro-organisms. The volume of the germs described, however, is an indicator for how often and how efficiently routine cleaning takes place and hence an indicator for poor cleaning.

No germs were found on more than half of the handles tested in ladies' and men's toilets and a high germ count with potential pathogens was not found in any of the samples, however, germs were found at least in low numbers on nearly every eleventh door handle tested.

This means that what appears to be clean is not automatically hygienically clean. After all, a lay person cannot see what is floating around in the world of micro organisms. This was the reason why, in the 2007 motorway service area test, parts of the sanitary facilities were literally put under the microscope. So-called pick-off samples were collected at each service area during both the first and second test. These are agar plates (shallow dishes containing nutrients) that are pressed to the toilet seats, toilet door handles and the surface of baby-changing mats to determine bacterial population on the respective surface. The samples were chilled and taken by courier within 72 hours to the medical laboratory of SynLab Augsburg where the plates were incubated at 37°C for at least 24 hours. The germ count was then established and identified by routine microbiological differentiation steps.

These results show that hygiene levels can be improved. This is possible by:

- Having these facilities – including the door handles – efficiently cleaned and disinfected by trained personnel. For example, if the same cloth is used to clean all surfaces, the germs will not be removed, but just spread around.

- Cleaning more on days with high visitor numbers;
- Cleaning with "elbow grease". Because the temptation to use more chemicals rather than clean more is not without risk because the use of disinfectants can lead to bacteria becoming resistant.
- Disposable toilet seat covers for users;
- Paper rolls to cover baby-changing mats;
- Regular training for cleaning staff as an internal quality assurance measure by operators.
- And one more thing: the age-old, golden rule of hygiene reads "wash your hands"; after all, most pathogens are transmitted by our hands. There is also another age-old phrase that still applies: "Please leave the toilet the way you would like to find it."

17. How to treat families better

Improve the safety of your outdoor facilities

The outdoor facilities must be safe irrespective of whether a private operator or the public sector is responsible for this. This means:

- unambiguously and sensibly regulated rights of way that take into account the faster traffic on lanes for through vehicles
- clear and easy-to-recognise signposting throughout the site
- a sufficient number of designated parking bays for disabled motorists, for mobile homes, towed vehicles and coaches which should not be located in the parking area for HGVs
- safe walkways for pedestrians and safe cordoning off of playgrounds and all outdoor seating facilities.

Take the needs of families into account

In addition to an attractive and safe outdoor playground and a sensibly equipped indoor play area, a motorway service area should also provide:

- outdoor picnic areas
- a hygienically impeccable, properly equipped mother-and-baby room A bare board in the toilet for the disabled or the ladies' toilet is not enough, especially since fathers have no business in the latter.
- adequate space in the restaurant to allow room for prams to be used
- that baby's nappies are stocked in the shop
- additional leisure facilities, such as deck chairs, keep-fit trails or a pet zoo are always popular among parents and children, whereas parents, at least, are not so keen on gaming machines and other expensive forms of children's entertainment.

Don't forget the needs of those with disabilities

- customers with disabilities, especially wheelchair users, must be able to use all the facilities at a service area safely and without difficulty

- suitably equipped toilets must be provided.

Offer healthy cuisine:

The days when food was more about quantity rather than quality are now a thing of the past. Today, customers want:

- a wide choice of freshly prepared, light meals that are rich in vitamins

Improve cleanliness and hygiene

In peak holiday periods in particular, operators must:

- hire more staff to ensure that all sanitary facilities, including the mother-and-baby room, are cleaned at shorter intervals to reduce any risk to the health of users
- ensure that staff are sufficiently trained in the fundamental rules of hygiene, for instance, changing cleaning cloths frequently

Lower prices

Maintenance and care of sanitary and leisure facilities, rubbish disposal and the special location on the motorway cost money – and inevitably lead to slightly higher prices, but:

- a break in the journey must remain affordable even for travellers on a tight budget. This is why prices should be adjusted downwards if they are significantly higher than those charged in the area. The best guide for a reasonable price level is that of other cafes/restaurants, retail shops or supermarkets in your region.

Extend shopping facilities: Gaps were found in the range of goods on offer in the shops, especially in the case of baby's nappies and fresh fruit. The basic range offered should cover supplies for the journey, such as beverages and sandwiches, along with sanitary items. And it should not be necessary to walk across the entire site to the petrol station, instead shops should be located in each service area.

Provide information: Tourist information about the region is the least that can be expected at a service area.


18. Table of European Results

Table of results MSAs 2007

EuroTest QUALITY SAFETY MOBILITY		Motorway No.	Traffic / Parking	Exterior Facility	Access & Interior Area	Catering	Shop / Kiosk	Service	Family Friendliness	Sanitation	Prices	Total Result
A Austria												
1	Pack	A2	+	-	o	++	++	++	++	+	o	+
2	Walsberg South	A1	o	o	-	++	++	++	-	++	+	+
3	Ybbs	A1	+	o	-	+	+	o	+	+	o	+
4	Schnann	S16	-	-	+	++	++	++	--	++	o	+
5	Mondsee	A1	+	o	--	++	+	++	++	--	+	o
6	Europabrücke	A13	-	-	o	++	+	+	--	-	+	o
7	Tauernalm	A10	--	--	--	+	--	o	+	o	o	o
B Belgium												
8	Groot Bijgaarden North	A10	o	--	-	++	--	++	--	o	o	o
9	Hervelee North	A3	-	--	+	+	--	+	--	o	o	o
10	Barchon North	A3	-	--	--	+	++	-	--	o	o	-
CH Switzerland												
11	Saint Bernard	A9	++	o	+	++	++	++	++	o	+	+
12	Deitingen North	A1	++	o	+	++	++	++	--	o	-	+
13	Bavois	A1	o	o	+	+	++	++	-	+	-	o
14	San Gottardo South	A2	-	o	+	++	++	+	--	+	o	o
15	Kölliken North	A1	--	o	-	++	++	+	-	o	-	o
D Germany												
Motorway Service Areas												
16	Medenbach East	A3	+	+	+	++	++	++	++	++	o	++
17	Am Fichtenplan South	A10	++	+	+	++	++	+	+	+	+	+
18	Breisgau East	A5	+	-	+	++	o	++	++	++	o	+
19	Hünxe East	A3	o	o	o	++	++	++	++	++	o	+
20	Garbsen South	A2	-	+	+	+	++	++	o	++	+	+
21	Berfa North	A5	-	o	-	+	+	-	--	++	o	o
22	Aurach South	A3	-	--	-	o	+	+	--	o	o	o
Truck Stops												
23	Werneck	A70	+	--	+	++	++	++	-	++	+	+
24	Kirchheim/Weinstraße	A6	-	o	+	++	++	++	--	+	++	o
25	Niederdorf	A72	o	+	+	+	+	+	--	+	+	o
26	Günzburg	A8	--	o	+	++	++	+	--	+	+	o
27	Elsinger Höhe	A44	-	--	o	+	+	+	--	o	+	o
28	Leipzig North	A14	--	--	-	-	o	--	--	++	++	o
29	Tornesch	A23	--	-	+	o	+	o	--	-	++	-
DK Denmark												
30	Tuelsø South	E20	++	o	-	o	++	++	o	-	-	o
31	Skærup East	E45	++	+	-	-	++	++	--	-	--	o
32	Tappernøje West	E47	o	+	--	--	-	+	+	--	o	-
E Spain												
33	Tudanca	A1	--	+	--	++	+	++	-	o	++	+
34	Pina	AP2	+	o	+	+	++	+	+	o	o	+
35	El Vallès	AP7	o	o	-	++	+	+	--	++	o	o
36	Altube	AP68	+	-	-	++	--	++	--	+	o	o
37	Alt Camp	AP2	o	+	+	o	--	--	-	o	o	o
38	Desfiladero	AP1	o	-	-	+	--	+	--	o	o	o
39	Aritzeta	A8	-	-	--	+	--	o	--	+	--	-
40	El Espolon I	A2	--	--	--	+	+	+	--	--	++	-

19. Table of results (continued)

Table of results MSAs 2007

		Motorway No.	Traffic / Parking	Exterior Facility	Access & Interior Area	Catering	Shop / Kiosk	Service	Family Friendliness	Sanitation	Prices	Total Result
F France												
41	Canaver	A8	+	+	o	++	o	+	+	+	o	+
42	Narbonne-Vinassan North	A9	+	+	o	++	--	+	o	o	+	+
43	Saveme Monswiller	A4	-	+	-	o	+	+	--	+	+	o
44	Porte d'Alsace	A36	o	-	o	o	--	o	--	o	o	o
45	Phalempin West	A1	o	--	o	+	--	-	--	--	o	-
GB Great Britain												
46	Norton Canes	M6	++	o	+	o	++	++	--	++	--	o
47	Magor	M4	++	--	-	+	+	+	o	-	-	o
48	Clacket Lane	M25	+	o	o	o	++	+	o	o	--	o
49	Fleet	M3	o	--	--	o	++	+	--	+	-	o
50	Cardiff West	M4	+	o	o	-	++	+	+	--	--	o
51	Toddington	M1	o	--	+	o	++	-	--	o	o	-
HR Croatia												
52	Dobra West	A1	-	o	--	++	++	+	+	++	+	+
53	Krka East	A1	+	+	o	+	o	++	+	o	+	+
I Italy												
54	Castel Bentivoglio West	A13	+	--	-	++	++	-	--	-	o	o
55	Calstorta South	A4	o	--	+	+	++	--	--	-	+	o
56	Medesano East	A15	-	--	--	+	++	-	--	o	o	-
57	Gonars South	A4	--	--	-	+	--	o	--	-	+	-
58	Marengo North	A26-A7	-	-	--	+	+	-	--	-	o	-
59	Magra East	A12	o	--	-	o	o	--	--	--	+	-
60	Ventimiglia Autoporto North	A10	--	--	--	o	--	+	--	--	+	--
NL Netherlands												
61	Veenendaal	A12	+	+	-	++	--	+	--	+	o	+
62	De Poppe	A1	o	-	+	o	+	-	--	+	+	o
63	De Liempdse Barrière	A2	--	o	o	+	--	o	--	o	-	-
SLO Slovenia												
64	Jesenice	A2	o	+	o	++	++	+	-	+	++	+
65	LOM 1	A1	o	o	+	++	--	++	--	o	++	+

20. Map

