

INVITATION TO TENDER

ACCOMMODATION AND TRANSPORT SERVICES – EUROCHAMPS27, LONDON

1. INTRODUCTION TO ENGLAND HOCKEY

England Hockey is the National Governing Body for the sport of hockey in England and is a limited company that is not for profit with an annual turnover of circa £10m. England Hockey is responsible for the strategic direction for the sport, undertakes a lead role in developing the image and brand of the sport, of marketing it and its governance. England Hockey is the designated governing body to administer and govern Great Britain hockey. Inspiring international teams is a core part of our strategy, and this partnership is a key driver to supporting the international teams and elite development programme to meet our organisation's objectives.

2. EUROCHAMPS27

England Hockey has won the rights to host the EuroHockey Championships in 2027, branded as the 'EuroChamps27 London'. This major European event, sanctioned by EuroHockey, will see the finest hockey talent from Europe compete in an unforgettable tournament in Summer 2027.

England Hockey's bid demonstrated the country's strong infrastructure, passionate fan base, and innovative vision for growing the sport. The event will be a key milestone in England's long-term strategy to elevate hockey, and increase its visibility, relevancy, and accessibility across the country.

Lee Valley Hockey and Tennis Centre, located in the iconic Queen Elizabeth Olympic Park, whose purpose-built facilities are designed to meet the highest international standards, will host the pool matches and quarter finals. It has successfully hosted the 2015 EuroHockey Championships, the FIH Champions Trophy in 2016, and the Vitality Hockey Women's World Cup in 2018, along with multiple FIH Hockey Pro League events over the years.

The semi-finals and finals of the Championships, played across four-bumper days, will see the return of Big Stadium Hockey to the Twickenham Stoop, a pioneering concept transforming sporting stadiums into world-class hockey venues.

As part of this hosting privilege, England Hockey have the honour of hosting the Intellectual Disability Championships, the 'Hockey ID EuroChamps27'. This is the pinnacle of European Intellectual Disability Hockey, with the tournament taking place every two years as part of the overall Championships. In 2027, EuroHockey have

ambitions of making the Championships bigger than ever with 12 teams competing, an increase from 11 in 2025. With a new trophy, more teams, planned enhancements to the sport and team experience it promises to be the best ID Championships ever. England Hockey are in the process of seeking a host venue, within close proximity to the Twickenham Stoop, to help realise this ambition.

An official training venue for the Championships, located close to Lee Valley Hockey and Tennis Centre, will also be selected to host team training before and during the Championships.

VISION MISSION AND SELECTED STRATEGIES OF EUROCHAMPS27 LONDON.

VISION – *The Biggest, Boldest EuroHockey Championships*

MISSION – *To deliver an excellent tournament that showcases elite hockey, creates unforgettable fan experiences, inspires communities and leaves a lasting legacy.*

STRATEGIES – *Increase Visibility, Memorable Fan Moments, Commercial & Ticketing Income, Operational Excellence and Social Impact & Event Legacy.*

The provisional match and training schedule can be found in Appendix 1.

3. TENDER AND SERVICES REQUIRED

England Hockey wishes to secure an experienced and expert provider(s) to deliver Accommodation and/or Transport Requirements for the 'EuroChamps27'. Providers have the choice to submit a tender for the following:

- Accommodation and Transport
- Accommodation Only
- Transport Only

3.1 ACCOMMODATION REQUIREMENTS BY CLIENT GROUP

COMPETING TEAMS

Competing teams at EuroChamps27 are responsible for reserving and paying for their own overnight accommodation and meals. As required by EuroHockey, England Hockey would like the provider to offer a range of accommodation types and budgets for teams, preferably close to the tournament venues, including but not limited to: *Hotel, Apartments, Student Accommodation and Hostels*. Due to the range of teams competing at EuroChamps27, a vast range of budgets must be accommodated for. Where possible, hotels must provide meals suitable for international elite athletes and a variety of room types.

There will be 12 men's teams and 12 women's teams (24 total) competing at the Championships, including England in both categories, each squad size being made up of approximately 18 to 20 athletes and 10 staff members.

These teams will be based at Lee Valley Hockey and Tennis Centre for the training days pre-tournament and pool matches (Appendix 1), before moving to Twickenham Stoop for the Semi-Finals, Finals and Classification matches. Teams may wish to move hotels at this stage of the tournament, and the provider should plan for this option.

There will be 12 Hockey ID teams, including England, based near the selected venue who will stay in the same accommodation throughout their time at the tournament. Each squad size is made up of approximately 10 athletes and 4 staff members.

Approximate arrival day would be four days prior to the first tournament match-day at Lee Valley Hockey and Tennis Centre, on Friday 23 July 2027, however, this will vary by competing team.

TOURNAMENT OFFICIALS AND UMPIRES

All Tournament Officials and umpires shall be accommodated in the same Tournament Official Hotel – minimum 3 star hotel. This should have suitable dining facilities, for breakfast and dinner, and meeting rooms available. The hotel should change when the tournament moves to the Twickenham Stoop. The Umpire Managers and all Umpires shall preferably be accommodated on the same floor where the size of the Tournament Official Hotel permits. Technical Officials should be in single or twin rooms, not in triple rooms. The total number of Tournament Officials and Umpires that require accommodation can be found in Appendix 2.

Executive room accommodation shall be provided at the Organiser's cost for the FIH Representative, EuroHockey Representative and each Technical Delegate. Note that if rooms are of reasonable space, a single room is sufficient and must be agreed with England Hockey.

Single room accommodation shall be provided at the Organiser's cost for the Technical Officers, Medical Officer, EuroHockey Media Officers, Umpires Managers, EuroHockey Photographers, and 1 person for the Jury of Appeal.

Twin room accommodation (not double beds) shall be provided at the Organiser's cost for all Judges and Umpires, provided that the rooms contain standard beds of equal size and that the dimensions of the room be at least 25m². If the provider is unable to provide accommodation of this nature, single room accommodation must then be provided.

It's important for hotels to prioritise guest comfort and privacy to enhance the overall guest experience.

GENERAL ASSEMBLY, SIDE EVENTS & EUROHOCKEY GUESTS

EuroHockey will host their biennial 'General Assembly' taking place at Twickenham Stoop on Thursday 5th and Friday 6th of August. From Wednesday 4th August, a minimum of 60 rooms should be blocked off for EuroHockey guests nearby Twickenham Stoop for the General Assembly. In addition, 30 rooms (approximate) to be reserved for EuroHockey invited guests in one of the official hotels, preferably the same hotel as the Tournament Officials. Payment to be made by individual guests on check-out.

Additional rooms will be required for EuroChamps27 side events and EuroHockey guests. Summary of dates and room numbers can be found in Appendix 3. For this set of rooms, it is likely the successful provider will contract direct with EuroHockey, and not England Hockey, for these rooms once final details are confirmed.

LOCAL ORGANISING COMMITTEE

England Hockey will require accommodation for the Local Organising Committee (LOC) workforce at Lee Valley Hockey and Tennis Centre.

- Events Team; 6 person/bedroom apartment from Monday 19 July 2027 to Monday 9 August 2027.
- Commercial Team; 5 person from Monday 26 July 2027 to Wednesday 4 August 2027.

Remainder of contractors and workforce would ideally be located in one official LOC hotel with 15-minute drive of the Lee Valley Hockey and Tennis Centre. This would be approximately

- 20 single and 10 twin rooms
- Check in Monday 26 July 2027
- Check out Wednesday 4 August 2027

All LOC members would then move to a hotel, or hotels, closer to Twickenham Stoop for the final stages of the tournament. Approximate requirements would be:

- 20 single and 10 twin rooms
- Check in Wednesday 4 August 2027
- Check out Monday 9 August 2027

VOLUNTEER WORKFORCE (HOCKEY MAKERS) - *OPTIONAL*

England Hockey would like the provider to supply suitable student accommodation that can house our volunteer workforce, the Hockey Makers. England Hockey does not pay for accommodation costs for volunteers but would cover the costs direct with the provider and reclaim the money. If there was an option for England Hockey to guarantee the accommodation, but for volunteers to book and pay directly with provider then this is a bonus. Requirements are;

Lee Valley Hockey and Tennis Centre

- *One, or two student halls location*
- *Approximately 50 single en-suite rooms*
- *Check in Monday 26 July 2027*
- *Check out Wednesday 4 August 2027*

Twickenham Stoop

- *One, or two student halls location*
- *Approximately 50 single en-suite rooms*
- *Check in Wednesday 4 August 2027*
- *Check out Monday 9 August 2027*

Hockey ID

- *One student hall location*
- *Approximately 20 single en-suite rooms*
- *Check in Tuesday 3 August 2027*
- *Check out Sat 7 August 2027*

SPECTATORS – OPTIONAL

With the tournament expecting at least 10% of the attendees to be from outside of England, it will truly be a European celebration of hockey. Optionally, the provider may wish propose accommodation for spectators to book across London. This could be a range of accommodation types from hotels, apartments to hostels. Spectators would be responsible for booking and paying with the provider or accommodation directly. Consider the accommodation in proximity to both Lee Valley Hockey and Tennis Centre and the Twickenham Stoop.

COMMISSION

England Hockey require a revenue return to the event budget in the form of commission on competing teams rooms, or accommodation. This could take place in the form of a set agreed commission rate on reach room or apartment sold by the provider to the competing teams, and spectators if the provider wishes to take this option.

ACCOUNT MANAGEMENT & CUSTOMER SERVICE

England Hockey would expect a dedicated account manager for the duration of the contract and this person would be required to join one or more monthly meeting (90 minutes) with other members of the organising team when required. This person would be available to be contacted by the designated point of contacts from England Hockey, EuroHockey and other client groups (if applicable). The scale of dedicated hours required would increase closer to tournament time and specifics of this can be discussed with the preferred supplier prior to contract.

The above list is not indicative and may change in line with the requirement of England Hockey and the event. The term of this contract would cover the 'EuroChamps27' only, beginning in June 2026 and ending in August 2027.

3.2 TRANSPORT REQUIREMENTS

TOURNAMENT OFFICIALS AND UMPIRES

England Hockey will require the provider to supply and organise return transport for umpires and officials from the designated airport(s) or designated inter-city railway station to the Official Tournament hotel. Return transport will also be required to be provided to departure airports. Numbers of appointed tournament officials and umpires can be found in Appendix 2.

Providers should also service the return transport from the hotel and the stadium/field throughout the Tournament. This could be achieved by the following:

- 2 x minibuses with volunteer or professional drivers (on providers insurance).
- Series of 7-seater cars with volunteer drivers
- Private Taxis or coaches

Additionally, Transport must be provided for all tournament officials and umpires when transitioning between tournament Official Hotels when the tournament moves from Lee Valley Hockey and Tennis Centre to Twickenham Stoop.

When Tournament Officials and Umpires are collected at the designated airports, it is acceptable for them to wait a maximum of 2 hours for other officials before transported to the designated hotel, which can help with transport efficiency.

England Hockey are responsible for payment of return flights or trains for Tournament Officials and Umpires. Should the provider be able to provide a service to organise flights and trains on behalf of appointed Tournament Officials and Umpires, please detail this in the tender submission. This is not mandatory as individuals can book own flights and be reimbursed by England Hockey.

VIPS AND DIGNITARIES

The provider should be able to accommodate transport in the form of cars for VIPs and dignitaries who are staying at official tournament accommodation to the main tournament venues or other locations where side events are being hosted. This should be a demand service, with manifests usually agreed by mid-afternoon the day prior. England Hockey can supplement this fleet with company lease vehicles and additional private hires, but providers are welcome to detail cars and services they have at their disposal for this client group.

COMPETING TEAMS

There will be 12 men's teams and 12 women's teams (24 total) competing at the Championships, including England in both categories, each squad size being made up of approximately 18 to 20 athletes and 10 staff members.

These teams will be based at Lee Valley Hockey and Tennis Centre for the training days pre-tournament and pool matches (Appendix 1), before moving to Twickenham Stoop for the Semi-Finals, Finals and Classification matches.

Teams may wish to move hotels at this stage of the tournament, and the provider should plan for this option when considering transport.

There will be 12 Hockey ID teams, including England, based near the selected venue who will stay in the same accommodation throughout their time at the tournament. Each squad size is made up of approximately 10 athletes and 4 staff members.

All Hockey teams will carry a significant amount of equipment, including hockey sticks, balls, medical and goalkeeper equipment. Luggage transport must be considered into the planning of this.

Transport is required for all participating teams on arrival and departure to/from the designated airport/railway station and the designated tournament hotel(s). The provider would be required to accommodate a single journey in each direction only, not multiple journeys. In addition to this, a journey would be required for teams moving accommodation between Lee Valley Hockey and Tennis Centre and the Twickenham Stoop. These journeys would be at cost to England Hockey.

The participating teams are responsible for arranging and paying for the costs of their own daily internal transport including transport from/to their chosen hotel and the tournament venues, and the collection of any additional players or team officials who did not travel with the main group. The provider should provide suitable options for these journeys along with an easy booking/confirmation process and make all costs transparent. Options of transport may include:

- Coaches or buses
- Minibuses
- Fleet of SUVs or MVPs.

Where it is required to provide transport, it shall be available up to 3 days before and up to 1 day after the tournament dates. Any transport requirement outside these dates is the responsibility of the team concerned (except the airport transport), although the provider may wish to offer a service.

ACCOUNT MANAGEMENT & CUSTOMER SERVICE

England Hockey would expect a dedicated account manager for the duration of the contract and this person would be required to join one or more monthly meeting (90 minutes) with other members of the organising team when required. This person would be available to be contacted by the designated point of contacts from England Hockey, EuroHockey and other client groups (if applicable). The scale of dedicated

hours required would increase closer to tournament time and specifics of this can be discussed with the preferred supplier prior to contract. We anticipate requiring a dedicated staff member(s) to be onsite during arrivals, the tournament and departures period.

The above list is not indicative and may change in line with the requirement of England Hockey and the event. The term of this contract would cover the 'EuroChamps27' only, beginning in June 2026 and ending in August 2027.

4. PROCESS

Providers who would like to submit a response to tender for this opportunity are invited to submit a [presentation deck](#) to England Hockey, covering the following:

- Introduction to company and background.
- Confirmation of elements bidding for
 - o Accommodation and Transport
 - o Accommodation Only
 - o Transport Only
- Evidence of delivery in major event setting against the requirements above
- Examples of accommodation types to meet the requirements set out above, including quotations and commission rates revenue return per room or apartment.
- Full list of accommodation that your company has access to.
- Examples of transport types to meet the requirements set out above, including quotations.
- List of sub-providers or contractors you could work with to support in project delivery.
- Demonstration of how you would meet all the assessment criteria listed below.

In addition to the submitted deck, applicants must complete a [short online form here](#) by **5pm on Wednesday 8th April 2026**. The form will ask providers some basic questions about employment, health and safety, data protection and any declarations in relation to England Hockey staff. Applicants should also share a copy of their standard terms and conditions of service. England Hockey reserves the right to appoint multiple providers to deliver the outlined services should it see fit.

After the deadline of submissions has passed, England Hockey will review all applications and invite shortlisted suppliers for a formal interview with a suitable panel, to be hosted at England Hockey, Bisham Abbey National Sports Centre on **Wednesday 22nd April 2026**. Following the interview of shortlisted providers, England Hockey will then appoint the successful provider(s) and notify those who were unsuccessful.

5. DECLARATION OF INTEREST

Please explain your relationship with any of the employees, contractors, or member organisations of England Hockey, including details of work carried out by your

company on their behalf. There is an opportunity to declare these relationships in the online submission form for the tender.

England Hockey may contact these individuals/organisations to discuss this project.

6. ASSESSMENT CRITERIA

The main criteria on which the tenders will be assessed are as follows:

- **Expertise and experience in industry 15%**

It is important for England Hockey that the providers can demonstrate their experience and expertise in delivering the outlined services, on the biggest event stages.

- **Cost of Service Delivery 25%**

It is important for England Hockey that the providers can provide value for money on transport and accommodation.

- **Previous success of event delivery 20%**

With this being a high value contract and a crucial part of the success of the event, England Hockey would require a provider who can demonstrate tangible success in this field.

- **Flexibility in delivery of services 15%**

With requirements subject to change due to extraneous factors, and multiple levels of stakeholders involved, there may be an uplift or decrease of accommodation and transport required from the provider. It is important the provider has flexibility and can adapt to these changes.

- **Sustainability and Environmental responsibility 15%**

England Hockey would value working with a provider(s) who acts with sustainability in mind, reduces carbon footprint and provides creative ways of working to reduce or minimise impact on the environment when working.

- **Alignment to England Hockey Values 10%**

England Hockey Values are what the organisation lives and breathes throughout its work, we would like to work with a company who is aligned with these and can embrace them.

- *Care for People and Places*
- *Collaborate Inclusively*
- *Play with Spirit, Win with Grace*
- *Resilient in everything we do*

7. SUCCESSFUL PROVIDER(S)

If successful, the provider(s) will be required to enter a formal contract with England Hockey to deliver the agreed services for the EuroChamps27. The contract will be governed and interpreted in accordance with the law of England and Wales.

The provider(s) will work closely with the England Hockey Events team immediately to begin the planning and delivery on the agreed service level.

8. TIMELINE

The deadline for submitting the presentation deck, completing the form and submitting supporting documents is **5pm Wednesday 8th of April 2026**.

From **Thursday 9th of April 2026**, England Hockey will be in touch to arrange interviews with shortlisted providers.

Interviews will take place on **Wednesday 22nd April 2026**, at England Hockey, Bisham Abbey, National Sports Centre.

Week commencing **Monday 4th May**, all applicants will be informed of the outcome of the process and appointment(s) will be made.

SUMMARY OF DOCUMENTS TO SUBMIT

- 1) *Completed Presentation Deck*
- 2) *Completed [Online form](#).*
- 3) *Copy of standard terms and conditions*

For any queries, please contact:

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