

CRYSTAL PALACE PARK TRUST

**Sauna Operators Invitation to Tender
Autumn 2025**

**Deadline for submission:
Friday 26 September**

Table of Contents

1. Introduction	3
2. Instructions to Applicants	6
3. Evaluation Criteria & Methodology	8
4. Self Certification and Due Diligence	9

Timetable

Opportunity issue date	Wednesday 3 September 2025
Deadline for receipt of clarifications	Friday 12 September 2025
Trust response to clarifications	Wednesday 17 September 2025
Deadline for submission	Friday 26 September 2025
Evaluations	W/C Monday 29 September 2025
Interviews	W/C Monday 6 October 2025
Award of contract	Tuesday 13 October 2025

Crystal Palace Park Trust reserves the right to alter the timings of any of the stages within this process and withdraw from the process at any time.

1. Introduction

Crystal Palace Park Trust is seeking to appoint a sauna operator for Crystal Palace Park's first ever sauna.

The term Crystal Palace Park Trust refers to the Trust and any of its subsidiaries.

What we're looking for

We are looking for a partner who can provide:

- an exceptional experience for Crystal Palace Park visitors
- more to offer than just a sauna. We are looking for a business with the potential to grow into a whole wellness package, benefitting the local community and attracting visitors from neighbouring boroughs and further afield
- a business who aligns with the Trust's mission, vision and values outlined below

As Crystal Palace Park is Grade II* listed, planning consent will need to be sought by the successful operator to install a sauna in the park.

At this stage we are not able to provide space for a permanent sauna. We are currently undergoing a major regeneration project, with improvement and restoration works taking place across the park. As a result, the landscape of the park will change over the next few years. We hope that the successful operator will work with us in the future to develop the sauna offer on site to complement our transformation. We therefore encourage submissions from operators who can install a temporary structure.

There is more information on the regeneration plan on page 5.

Location

Currently, one site is being offered in the park. This location is to be determined with the chosen operator and Crystal Palace Park Trust. If successful during the initial term, there is the potential for future development and additional or alternative locations.

If you have any initial ideas for a suitable location in the park we would love to hear them.

Please note, there are areas of the park that are closed, have restrictions or are leased out to a third party and are therefore unavailable.

Period of Contract

To be determined with the chosen operator.

Crystal Palace Park

Crystal Palace Park is located in the London Borough of Bromley, and at 80 hectares is one of the largest parks in south east London. The park also shares

boundaries with the London Boroughs of Croydon, Lambeth, Lewisham and Southwark.

It is a popular local and regional destination, with a population of c. 365,000 people living within a 3.5 km catchment area surrounding the park. The park hosts 1.4 million annual visitors, and anecdotal evidence suggests that this number has increased dramatically in recent years since the pandemic.

The park is Grade II* listed, and is now one of the most famous Victorian parks in the UK. The park was designed by Sir Joseph Paxton to house the Hyde Park Crystal Palace, relocated and enlarged from the 1851 Great Exhibition. The Crystal Palace and park were opened in 1854 as a celebration of the past, present and future, displaying the history of geology, evolution and design. The park went through frequent and substantial change up until the Crystal Palace was largely destroyed by fire in 1936.

Crystal Palace Park consists of the open site of the former Crystal Palace, the terraces and central axis, open parkland with pathways, access roads, car parking facilities, buildings and structures related to park maintenance, sport and recreation facilities. The main built elements include the National Sports Centre (NSC) and athletics stadium, located in the centre of the park.

Crystal Palace is often listed as one of the best places to live in London, citing among other things its independent shops, fascinating history, and community spirit.

Park attractions

There are many well-known visitor attractions in the park, including the Crystal Palace Dinosaurs, Brown & Green Life cafe, the Maze, playground, Cricket Ground, Capel Manor College, Crystal Palace Park Farm, pedalos on the Tidal Lakes, the Concert Platform at Crystal Palace Bowl, Crystal Palace Museum, the National Sports Centre which will undergo its own complete renovation in coming years, Crystal Palace Subway which has completed a restoration scheme that has brought it back into use, the Terraces, Sphinxes, and numerous heritage features, among others.

Accessing the park

There are three car parks on site: the Sydenham car park is currently not in use because of the regeneration work. We encourage visitors where possible to use local transport or walk, especially as the park is so well-served by public transport. This includes Crystal Palace Bus Station on the western edge of the park and numerous bus stops on the perimeter of or near the park. In addition, when you step out of Crystal Palace Train Station, you step directly into the park. Other nearby train stations include Penge East, Penge West, Gipsy Hill, and Anerley.

Crystal Palace Park Trust - who we are

Crystal Palace Park Trust was established in 2016 in furtherance of Bromley's Regeneration Plan for Crystal Palace Park, with an objective for the Trust to assume management of the park and lead its regeneration. It was decided that a charitable trust would be able to focus its energies and resources exclusively on the park, have a greater ability to raise charitable and grant funds than a local authority, have the potential to raise greater sums commercially, and also be able

to recruit relevant expertise to its Board and staff.

The Trust will significantly increase the overall level of maintenance and investment in the park, and will introduce a number of new projects and interventions over time. The Trust employs professional staff, and the sauna operator will liaise directly with the Trust's Head of Commercial and Visitor Experience.

An important part of the Trust's business model includes reintroducing a diverse portfolio of commercial and community events in the park, which will increase footfall and enhance the visitor experience, bringing both locals and those further afield to enjoy all there is to offer.

We already host world class live music events, as well as free community programming including our annual Summer of Play. Our programme is ever-expanding as we seek to firmly place the park on the map as not only one of London's most significant green spaces, but also as a cultural destination rich in history and with a breadth of experiences for visitors to enjoy.

The Trust's Vision

Our vision is that Crystal Palace Park is an outstanding modern park for London, while retelling the history of the park for the nation.

The Trust's Mission

To protect, manage and improve Crystal Palace Park as a green, historic, ecological, recreational, sporting, cultural and educational resource in the interests of the community and other Park users.

The Trust's Values

1. Engage: through communication and involvement with the local community.
2. Explore: seek new and innovative ways of gaining support from stakeholders and partners in developing a sustainable future for the park.
3. Enhance: by supporting community groups and volunteers working in the interests of the park and the Trust's aim and objectives.
4. Educate: to build a shared knowledge and interest in the park's history and ecology and to provide educational opportunities.

The Trust's charitable objectives

1. To preserve, protect, manage and improve the physical and natural environment of Crystal Palace Park.
2. To promote recreation in the park, including arts, culture and heritage.
3. To promote sporting activities.
4. 4. To advance the education of the public, including the history and heritage of the park.

Regeneration Plan

The park is having a makeover as part of an ambitious park-wide Regeneration Plan. Phase one has begun, with works commencing on the new playground, restoration of the Grade I listed dinosaurs and their landscape, and work to the Terraces. It is expected that the Regeneration Plan for the park will attract many more visitors. For more information, have a look at our website:

<https://www.crystalpalaceparktrust.org/pages/park-regeneration-updates>

2. Instructions to Applicants

General

Please observe and comply with the following instructions in the preparation and submission of your application. The Trust reserves the right to reject an application that does not fully comply with these instructions.

The Trust makes no representations regarding your financial stability, technical competence or ability in any way to carry out the contract.

Receipt of Documents

It is the responsibility of those submitting an application to ensure that all the documents listed in the documentation have been received and are complete in all respects.

Confidentiality

Those providing an offer shall treat the documentation as private and confidential.

Publicity

No publicity or other information relating to this project is to be released by any party invited to tender without the prior written approval of the Trust.

Queries

All queries regarding the documentation which may have a bearing on the offer to be made should be raised by email to commercial@crystalpalaceparktrust.org with the subject line 'Sauna Operator - {your company name}'

The deadline for requesting additional information or clarification is **Friday 12 September 2025**.

Responses to queries will be circulated to all businesses who have registered an interest no later than Wednesday 17 September 2025. We will, however, endeavour to respond to queries as soon as they are received.

Submission of Application

Submission of applications must be made no later than **12:00pm (noon) on Friday 26 September 2025**.

Please ensure you have read and completed all sections of the application form. To apply, please complete the following application form:

[Sauna Operator Application Form](#)

The form contains space to upload supporting documentation, but if you experience any issues, these can also be sent to commercial@crystalpalaceparktrust.org with the subject line 'Sauna Operator - {your company name}'

Acceptance Period

The application will be deemed to remain open for acceptance or non-acceptance for not less than thirty (30) days from the submission date. The Trust may accept an offer at any time within this prescribed period. The Trust shall, however, not be bound to accept the higher or any offer.

Sufficiency & Accuracy of Application

Those providing an application will be deemed to have examined all the documents enclosed and by their own independent observations and enquiries will be held to have fully informed themselves as to all matters relating to the scope of the work to be carried out in their resulting submission.

Those providing an application are reminded to check the accuracy of their application prior to submission.

The Trust reserves the right to disqualify incomplete applications.

Those providing an application shall familiarise themselves with all regulations, bylaws, and all other factors that may affect their submission.

Pricing & Payment

Those submitting an application should note the following:

Pricing

- The currency in which the fee is stated in the application is pounds sterling and whole pence (i.e. to two decimal places).
- The financial offer quoted should be exclusive of VAT.

3. Evaluation Criteria & Methodology

Evaluation Methodology

An Evaluation Panel of Trust Staff and Trustees will carry out the evaluation and selection process to ensure an appropriate breadth of understanding and experience.

Regardless of an applicant's overall merits, if the Evaluation Panel considers there is a fundamental weakness / flaw likely to affect the supply of the service, then the application may be rejected. This may include a qualification that the Evaluation Panel finds unacceptable.

Submissions will be evaluated on the basis of the most economically advantageous offer which combines price and quality. The submission with the highest overall score will be deemed the 'Preferred Operator'. The breakdown of quality and fee are as follows:

Income	50%
Quality	50%

Quality Criteria

Quality shall be assessed using the answers given to the application form.

The weightings of the quality criteria are broken down as follows:

Submission Criteria	Weighting
Proposal - overall business proposal	25%
Technical Information - details of operations	20%
Environmental and Community	20%
Health and Safety, Safeguarding, First Aid	25%
Marketing Strategy	10%
Quality Total:	100%

4. Self Certification and Due Diligence

Self-Certification

Prior to the formal award of the contract the Trust will conduct a due diligence process on the Preferred Operator.

As part of the process all applicants are required to state (self-certify) that they meet the minimum requirements set down by the Trust and detailed in the table below.

The Table below identifies the minimum requirements for this contract. By returning an application, operators are declaring that they comply with the requirements identified and that all necessary evidence will be available upon request. **Evidence will only be required from the Preferred Operator.**

Professional and Business Standing

Requirement	That your organisation has no unspent convictions to any of the areas that would qualify as automatic grounds for exclusion.
Evidence	No evidence will be required unless answered yes.

Financial Standing

Requirement	<ul style="list-style-type: none"><input type="checkbox"/> Minimum annual turnover of £200,000<input type="checkbox"/> Applicant organisations have sufficient resources to support the contract for which they have applied.<input type="checkbox"/> Applicant organisations are financially sound and potentially stable enough to remain in business for the duration of the contract
Evidence	<p>Formal accounts for the past two years. The financial strength of the organisation is assessed by looking at its turnover, gross and (pre-tax or net) profits, net worth and certain financial ratios. Consideration of the accounts for the last two years enables an opinion to be made on continuing information, rather than just at one point in time.</p> <p>The Trust reserves the right to use a third party assessment to aid its financial appraisal and currently use the services.</p> <p>We understand new companies and start-ups may not be able to provide formal accounts for two years or a turnover of £200,000. This will not affect your submission and we encourage you to apply. If successful, the Trust will assess financial standing.</p>

Insurances

Requirement	<p>The following insurance levels are a requirement for this contract:</p> <ul style="list-style-type: none"> □ £10 million Employers Liability □ £10 million Public Liability □ £2 million Professional Indemnity
Evidence	Copies of current insurance certificates indicating the required levels of cover.

Health & Safety

Requirement	Your organisation complies with the Health & Safety at Work Act 1974.
Evidence	A copy of your organisation's Health & Safety policy. If you already provided this in the application, this won't be required.

Equality & Diversity

Requirement	Your organisation complies with its legal obligations under the Equalities Act 2010
Evidence	A copy of your organisation's Equal Opportunities policy. If you already provided this in the application, this won't be required.

Environmental Management

Requirement	Your organisation has systems and procedures in place to maintain and ensure minimal environmental impact.
Evidence	A copy of your organisation's Environmental Management policy and relevant certificates or a statement of procedure. If you already provided this in the application, this won't be required.

Quality Assurance

Requirement	Your organisation has systems and procedures in place to ensure the quality of work provided.
Evidence	A copy of your organisation's Quality Management System policy and relevant certificates or a statement of procedure.

Contract Performance

Requirement	That your organisation has not had any contracts end prematurely or incurred penalties, default notices or payment of liquidated damages.
Evidence	No evidence will be required unless answered yes

Previous Experience

Requirement	The Trust will follow up references from previous clients to validate your technical and professional capability to complete the contract. The references provided should be relevant to the size, scope and mix of disciplines required for this contract.
Evidence	Provision of two suitable referees

These criteria are essentially the minimum standards the Trust requires an appointed service provider(s) to meet or exceed, and so are of a pass/fail nature. It is unlikely that the Trust will proceed with a formal award if the preferred tenderer cannot meet the minimum requirements, although the Trust does reserve the right to consider each case on its merits and assess the risks and implications involved in proceeding.

Due Diligence

Should the Preferred Operator fail during the due diligence process the next ranked operator will then become the Preferred Operator.

In the interests of transparency all applicants will be notified once a Preferred Operator has been identified and the due diligence started.

CRYSTAL PALACE PARK TRUST

www.crystalpalaceparktrust.org

Registered Charity Number 1193331