

Fairmont

SOUTHAMPTON



Request for Proposal (RFP)

DISCOVER BERMUDA DMC

Delivery Partners: Experiences, Event Décor, Activations & Florals, Gifting & Entertainment

2026-2027 Programming Window

Issue Date: February 3, 2026

Vendor Questions Deadline: February 20, 2026

Responses Due Date: February 28th, 2026

Executive Overview

Discover Bermuda is the reimagined destination management company of Fairmont Southampton, relaunching in 2026 as an integrated, premium platform for group travel, experiential programming, and destination delivery in Bermuda.

Embedded within Fairmont Southampton and supported by Fairmont & Accor's global sales infrastructure, Discover Bermuda connects qualified delivery partners with high-value demand across corporate incentive programs, corporate meetings and groups, and destination weddings.

By 2027, Fairmont Southampton and Discover Bermuda are projected to welcome approximately 40,000 group guests annually, creating meaningful year-round opportunities for experiences, transportation, décor, gifting, and entertainment services.

This Request for Proposals invites select partners to join Discover Bermuda's curated vendor ecosystem for the 2026–2027 programming window across the following service categories:

- Event Décor, Activations & Florals
- Group Activities & Experiences
- Group Gifting
- Entertainment & Talent (including photographers)
- Off-Property Restaurants & Group Dining

Partner Benefits (2026–2027)

- Inclusion in Discover Bermuda's preferred vendor portfolio
- Direct access to Fairmont Southampton group, incentive, leisure, and wedding business
- Packaging into multi-day itineraries and signature programs
- Centralized contracting and unified billing
- On-site coordination and operational support
- Marketing exposure and content opportunities (as negotiated)
- Long-term preferred partner relationships aligned with resort growth

Commercial Model (Summary)

- Preferred structure: **Commission-based** (public price parity)
 - Initial term: **12–24 months (ending Dec 31, 2027)**, subject to performance
 - Non-exclusive partnerships

What We're Looking For

Premium service • Operational reliability • Creativity • Cultural authenticity • Sustainability awareness • Scalability • Collaborative mindset

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1. INTRODUCTION

Discover Bermuda DMC operates as Fairmont Southampton's dedicated destination management platform, supporting the planning and delivery of group programs, events, and curated guest experiences across the island.

This Request for Proposals invites qualified delivery partners to submit proposals across defined service tracks for inclusion in Discover Bermuda's delivery partner portfolio for the 2026–2027 programming window.

The purpose of this RFP is to establish preferred operational partners for bookable services and experiences, enabling consistent service standards, streamlined contracting, and seamless guest delivery.

This is not a sponsorship, advertising, AV, or technology solicitation.

2. CUSTOMER PROFILE, PROJECTED VOLUME & PARTNER OPPORTUNITY

By 2027, Fairmont Southampton and Discover Bermuda are projected to welcome approximately 40,000 guests annually, creating meaningful year-round demand for experiences, transportation, décor, gifting, and entertainment services. Fairmont Southampton is currently projected to reopen on or around August 1, 2026, with Discover Bermuda delivery partnerships supporting pre-sell ramp-up activity ahead of opening.

Discover Bermuda primarily supports:

- **Corporate Incentive Trips** – immersive, premium reward programs
- **Corporate Meetings & Groups** – conferences, leadership retreats, and business events
- **Destination Weddings** – elevated, design-led multi-day celebrations

Selected partners gain access to consistent group demand, repeat corporate business, inclusion in packaged itineraries, and scalable revenue opportunities aligned with Fairmont Southampton's growth.

Partners should demonstrate experience serving luxury and group clientele and the ability to deliver consistently high service levels at scale.

3. RFP OBJECTIVES

Discover Bermuda seeks partners who will:

- Deliver best-in-class guest experiences rooted in Bermudian culture

- Support Fairmont Southampton's reopening and group strategy
- Drive year-round and shoulder-season demand
- Elevate creativity and execution, introduce innovative, original concepts
- Support Bermudian entrepreneurs
- Maintain safety and brand standards
- Generate measurable economic impact

4. RFP STRUCTURE – DELIVERY PARTNER TRACKS

Respondents should apply to **one primary track per submission**.

Final Tracks:

1. Event Décor, Activations & Florals
2. Group Activities & Experiences
3. Group Gifting
4. Entertainment & Talent (including photographers)
5. Off-Property Restaurants & Group Dining

TRACK 1 — EVENT DÉCOR, ACTIVATIONS & FLORALS

Event styling, florals, rentals, ambient lighting (non-AV), installations, activations.

Innovative, immersive concepts encouraged.

TRACK 2 — GROUP ACTIVITIES & EXPERIENCES

Cultural, culinary, ocean (including snorkeling cruises), wellness, CSR, team building, signature Discover Bermuda concepts.

Story-led, scalable, premium experiences encouraged.

TRACK 3 — GROUP GIFTING

Welcome gifts, in-room amenities, favors, VIP gifting, Bermudian-made products.

Original, locally inspired concepts encouraged.

TRACK 4 — ENTERTAINMENT & TALENT

Bands, DJs, cultural performers, hosts, speakers, specialty performers, photographers & visual content creators.

Photographers should demonstrate weddings, corporate, and experiential expertise.

TRACK 5 — OFF-PROPERTY RESTAURANTS & GROUP DINING

Group dining reservations, private dining rooms, partial and full restaurant buyouts, curated group menus, tasting experiences, beverage programs, and destination dining.

Requirements: venue overview, seated and reception capacities, private dining options, buyout fees and minimum spends, group menu pricing, booking lead times, deposit and cancellation policies, staffing capability, licensing compliance, and visual assets.

Premium service standards, operational readiness for groups, and collaborative menu development encouraged.

5. EXPERIENCE & SERVICE DESIGN PRINCIPLES

All partners must demonstrate premium service, reliability, guest focus, visual quality, safety, scalability, cultural sensitivity, sustainability awareness, and brand alignment.

Innovation and collaboration are highly valued.

6. COMMERCIAL MODEL & PRICING

Preferred structure: **commission-based**, maintaining public price parity.

Partners to provide net/retail pricing, capacity, blackout dates, cancellation terms.

Partner Term: 12–24 months, subject to performance review.

Non-Exclusivity: Discover Bermuda may appoint multiple partners per category.

7. PERFORMANCE STANDARDS, INSURANCE & CONTENT USAGE

Partners must meet service, safety, and brand standards. Discover Bermuda may remove partners for non-performance.

Insurance: general liability required; additional coverage based on service category.

Content: Discover Bermuda and Fairmont Southampton may request limited rights to approved imagery/video for marketing purposes.

8. SUBMISSION REQUIREMENTS (MINIMUM)

To be considered, vendors must submit the following at a minimum. Incomplete submissions may not be evaluated.

A. Company Profile & Experience

- Company overview and years in operation
- Primary contact details
- Summary of experience delivering corporate groups, incentives, and/or destination weddings
- Examples of comparable work, projects or clients

B. Track-Specific Proposal

- Services offered within the selected track
- Description of guest experience and delivery approach
- Typical & maximum group size capacity
- Operational approach from booking to delivery

C. Commercial Terms

- Net rates and/or commissionable retail pricing (commission model preferred)
- Minimum pax / spends or order quantities (if applicable)
- Cancellation and change policies
- Blackout dates (if any)

D. Credentials & Insurance

- Copies of applicable licenses and certifications
- Proof of current commercial insurance (general liability at minimum)
- Confirmation of compliance with Bermuda regulations

E. Team & Capability

- Key team contacts
- Staffing approach and peak-season capacity

F. Visual Portfolio

- Photography and/or video links demonstrating relevant experience

G. Sustainability & Innovation

- Summary of sustainability practices
- Examples of creative concepts or added-value ideas

H. Other information

Any other information, visuals that would support proposal

9. EVALUATION CRITERIA

Quality, originality, premium positioning, operational readiness, safety, scalability, visual impact, guest experience, commercial viability, brand alignment.

10. TIMELINE

Issue Date: February 3, 2026

Responses Due Date: February 28th, 2026

Shortlisting: March 31st, 2026

Final Selections: April 30th, 2026

Portfolio Live: May 2026

11. SUBMISSION INSTRUCTIONS

Submit proposals to with **track clearly defined in subject:**

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APPENDIX

A. Indemnification

Partners indemnify Fairmont Southampton, Discover Bermuda DMC, Fairmont Hotels & Resorts, Accor, and affiliates from claims arising from services, negligence, breaches, or regulatory violations.

B. Insurance

Appropriate commercial insurance required; please include detail of coverage in submission.

C. Force Majeure

Neither party liable for delays beyond reasonable control; both agree to mitigate and reschedule where possible.

D. Independent Contractor

Partners operate as independent contractors.

E. Governing Law

Agreements governed by the laws of **Bermuda**.

F. Right to Modify or Withdraw

Discover Bermuda DMC and Fairmont Southampton may amend or withdraw this RFP and accept or reject submissions.