

Elior UK Secures Five-year Catering Partnership with English Heritage at Kenwood and Marble Hill

2 months ago



Elior UK has announced a new partnership with English Heritage to deliver catering and private function services at two of London's most treasured historic sites – Kenwood in Hampstead and Marble Hill in Twickenham.

English Heritage selected Elior UK for the five-year contract based on the company's strong cultural alignment, depth of experience in the London market and track record of delivering exceptional catering within landmark visitor destinations.

This win for Elior UK's cultural heritage business will see around 50 team members employed across the two sites, providing a blend of high-quality catering and conference and private functions.

Working in close partnership with English Heritage, Elior UK will help position Kenwood and Marble Hill as vibrant community hubs – destinations where exceptional food, warm hospitality, social connection and moments of relaxation come together.

Elior UK's approach will focus on elevating the visitor experience through the introduction of new menus that celebrate local flavours, showcase regional producers and reduce food miles. Visitors at both locations can expect high-quality homemade dishes, including the much-loved scones produced at Elior UK's in-house bakery, alongside a strong emphasis on value for money.

Shorter queue times and improved guest flow will be further supported by digital innovation, with the launch of a new English Heritage Catering App and an EPOS system powered by Elior UK's technology

partner, Lolly.

A new children's 'Little Historians' menu, including special kids' lunch boxes served in the Brew House Café at Kenwood, will further enhance the family dining offer.

Elior UK will bring a programme of culinary and service innovation to both sites, supported by data analysis to enhance the visitor experience. Plans include the introduction of a mobile street food unit for the summer season at Kenwood and an artisan coffee van to enhance flexibility and meet peak visitor demand.

The partnership will also tap into Elior UK's established social value initiatives, including collaborations with action group Water Unite and reforestation initiative Just One Tree, reinforcing shared commitments to community impact and environmental stewardship.

Claire Small, director of marketing and concessions at Elior UK, said: "Kenwood and Marble Hill are such iconic locations, and our team is committed to creating memorable visitor experiences that honour their heritage while introducing a best-in-class all-day food offer.

"We also pride ourselves on aligning with clients' sustainability goals, and English Heritage and Elior UK are the perfect fit. Our sustainability strategy closely aligns with English Heritage's priorities, encompassing responsible sourcing, waste reduction, water conservation and the championing of ethically produced ingredients."

Dan Topliss, head of food and beverage at English Heritage, said: "Elior UK's focus on quality, sustainability and the visitor experience - combined with their innovative approach and understanding of our audiences - makes them an excellent fit for these much-loved sites. Which underpins our aspiration for Kenwood and Marble Hill to be destinations for exceptional food, social connection and relaxation."