



Information Booklet



Fermanagh & Omagh
District Council
Comhairle Ceantair
Fhear Manach agus na hÓmaí

April 2025
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Information

The Ardhowen is a popular arts centre and visitor attraction situated in a unique and panoramic lakeview setting, just a bend in the river away from the historic Island Town of Enniskillen. The theatre, which opened in 1986, offers a year-round programme of performances including music, drama, and dance in its 290/340 seat auditorium and its Gallery Bar with a 85 person capacity.

The programme also includes a wide variety of community-based and amateur events such as plays, concerts, charity events and school performances. The Ardhowen also hires out rooms for corporate and community events, meetings and arts activities.

Annually, the Ardhowen hosts 175 + events and performances, selling 35,000 tickets, with a footfall of 100,000 + per year. Alongside the auditorium performances the venue also delivers a workshop programme, and facilities room hires. The café/bar benefits from a stunning lake view and acts as a performance space for small scale musical events, launches, corporate events and performances. Catering facilities comprise of a ground floor kitchen, server and café area with 15 dining tables, 58 seats, 8 high tables and 8 bar stools (an additional 20 seats are available for performances in the Gallery Bar).

There is also the facility for visitors to sit outside at the various picnic tables situated in the theatre grounds.

Opening Hours

Ardhowen Theatre operates a comprehensive programme of entertainment for approximately 50 weeks of the year.

The standard operating hours are as follows:

- **Monday to Saturday:** 10:00am – 4:00pm
- **Sunday:** Open as required, dependent on scheduled events.

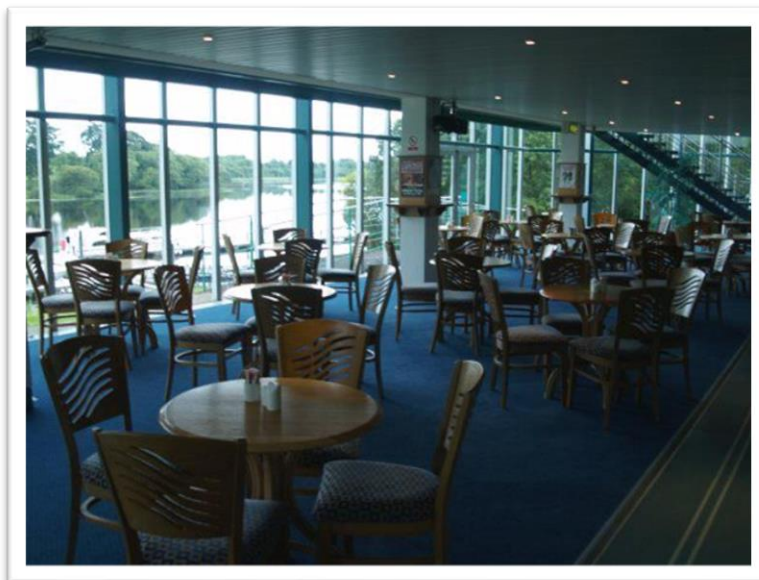
On evenings when a performance is scheduled, the Ardhowen Bar typically opens from **7:00pm until the conclusion of the performance**, or **one hour prior to the performance start time** where this differs from the standard 8:00pm commencement.

For daytime performances, café opening hours may be adjusted to ensure the bar is open **one hour before, during, and after** the performance, as necessary.

Café Opening Hours

Days	Times
Mon-Sat	10am – 4pm
Sun	Closed
Bank Holidays	Closed

Footfall 2023/24
100k+
Events & Performances 2023/24
175 Approx



Specific Requirements

Fermanagh and Omagh District Council is inviting Expressions of Interest for the provision of **Café and/or Bar Services** at the Ardhowen Theatre, in line with the venue's established opening hours.

As a minimum requirement, **bar services must be available at least one hour prior to the start of any scheduled performance** and remain open throughout the performance until its conclusion. Any proposed exceptions to this requirement must be agreed in advance with the Theatre Operations Manager.

The successful bidder will be required to enter into a formal Agreement with the Council. Without prejudice to the final terms of that Agreement, the service provision is expected to include the following:

1. Deliver consistently high standards, meeting and exceeding client expectations, through professional and experienced catering staff, bar staff, management and systems.
2. Offer menu variety, quality and value for money for all aspects of service provision from tea/coffee through to brunch and lunch options and corporate hospitality/events catering.
3. Commit to the implementation of Minimum Nutritional Standards for Catering and the Calorie Wise (Silver) Award.
4. Cater for a range of events at the facility, ranging from small meetings to medium scale conferencing, to specialist functions and therefore must be able to adapt to varying requests.
5. Ensure that a legible price list of all food and drink products is prominently displayed in the catering area for the information of customers and that menus are available at each table. This should also be made available to the theatre Operations Manager
6. Provide seasonal menus and decoration to complement the on-site events programme, for example, Halloween and Christmas.
7. To review prices annually only in negotiation with and with the consent of Council, provided that any such increase must not exceed the annual rate of inflation.
8. To operate during normal opening hours and at any time outside these hours when a Service is required by service users.
9. To consult with the Council on the development of the brand identity and will proactively market this catering service on-site, at related facilities and to appropriate target users.
10. To ensure the highest standards of hygiene are attained and maintained in all areas of the Catering Service and that all current legislation and codes of practice relating to food hygiene is adhered to at all times.
11. Provide appropriate risk assessments and staff training.

12. The Caterer shall ensure that all staff maintain a high standard of presentation, professionalism, and customer service at all times. Staff must be appropriately attired, well-groomed, and trained to provide courteous, efficient, and customer-focused service in line with the Council's expectations.
13. The successful provider will be responsible for the cleaning and upkeep of all catering areas, including the upper and lower foyer spaces where food and beverages are consumed. This must be carried out in full compliance with relevant Food Hygiene Regulations. The provider will also be responsible for the collection and appropriate disposal of all waste generated within the catering areas.
14. At the conclusion of each service, all areas must be left clean, wiped down, and presentable, with all dirty glassware, crockery, and utensils removed, washed, and stored appropriately prior to the building's closure on that day or evening.
15. The provider must ensure that the sale and service of alcohol complies fully with all applicable Northern Ireland Licensing Regulations.
16. A suitable and well-balanced range of alcoholic and non-alcoholic beverages must be made available to complement performances. Products offered should represent good value for money and reflect customer expectations.
17. The provider must ensure sufficient staffing levels to deliver an efficient and professional bar service before performances, during intervals, and immediately following performances, as required.
18. It is the responsibility of the leaser to ensure that their waste and recycling is properly stored and disposed of. Any outside bins provided by an external company (e.g. skip services) must be regularly maintained and emptied to keep up good hygiene standards. Any overflow rubbish must be disposed of appropriately and not left outside.
19. It is the bar's responsibility to maintain the café area before and after a performance. At the end of a performance, all glasses must be cleared from the café area and the upstairs foyer area that evening, or before venue opening the next morning (before 10am).
20. Once service is over in the café, it is up to café staff to clean and tidy the café area ready for a show that evening, or the start of a new day. This includes hoovering the carpet and sweeping the tiles in front of the bar; and wiping down all surfaces.
21. The selling of confectionary products for consumption in the auditorium will be agreed with the Operations Manager.

Schedule of Equipment

Kitchen Equipment:

Class EQ Hydro 750 Dishwasher
Electrolux 2 reservoir Deep Fat Fryer
Zanussi Griddle
Lincat Four Plate Hob unit
Banks Oven
Buffalo Bistro Contact Double Grill
Woodpark Garginer Sink with Draining Units (There are 3 sinks – 2 deep and one shallow. No idea type/make)
Samsung microwave
Polar refrigerator
Polar Ice Machine
UniFrost double-door bar fridge
Elstar double door bar fridge
Ice King Freezer
Fly Zapper
Classeq Undercounter Glasswasher Model G350
All internal café furniture and external seating will be provided by Fermanagh and Omagh District Council.

Essential Information

Applicants should note the following key details:

- The Annual Fee payable to the Council will be collected on a monthly basis via Standing Order or Direct Debit.

The successful applicant must not commence operations until the lease agreement has been signed (a draft agreement will be provided at Stage 2) and the monthly payment setup has been finalised and confirmed with the Council's Finance Team.

Additional Costs

The Caterer will be responsible for all additional costs associated with the provision of catering services, including but not limited to:

- Business Rates – approximately £1,150 per annum.
- Electricity Usage – charged based on a separate meter reading or desktop calculation (typical usage is 1,400 kWh per month).
- Waste Disposal – the use of Ardhoven Theatre bins is not permitted; the Caterer must arrange their own waste management services.
- Materials and Equipment – except for items specified in the equipment portfolio provided.

