



# ENNISKILLEN CASTLE

Museums | Visitor Information | Heritage Gateway

## Information Booklet

Café Services at  
Enniskillen Castle Visitor Centre

April 2026  
Reference: 2627 CW EOI 001



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

## Introduction

The state-of-the-art Visitor Centre at the entrance to Enniskillen Castle opened to the public in 2016 following a major development project. The Visitor Centre is the key welcome and introductory point for exploring and enjoying Fermanagh's rich heritage for visitors and local communities alike.

The building includes Fermanagh Visitor Information Centre; Museum Reception; Shop; Genealogy Centre; Meeting Room, Discovery Space as well as the Castle Café. The overall Enniskillen Castle complex includes two museums within the historic site as well a major outdoor event space in the courtyard.

Since its refurbishment in 2016, the Castle complex has attracted an increasing number of visitors. In 2025, 107,316 people, a record number, visited the Castle site for the large-scale open-air events programme, individual and group museum visits; educational activities; exhibitions and talks as well as the visitor information service; Castle Café; retail; meetings; conferences and small-scale wedding ceremonies. There are seasonal variations in audiences. In broad terms, October to March attracts largely local audiences, whereas there is more of a tourism focus between April to September.

### 2025 Monthly Visitor Footfall Numbers

January	2803	July	9583
February	3772	August	18715
March	10476	September	6483
April	6138	October	11479
May	18118	November	7905
June	8652	December	2922

Last year, the Castle hosted large-scale events including Project St Patrick's Family Day, Enniskillen Spring Continental Market, Enniskillen Modern Tyres 10K start, Fermanagh Feast & Folk Festival, Fermanagh Pride, Enniskillen Plein Air Festival, Twilight Harvest Festival, Halloween Sponsorship Zone and a Christmas Market. There are also package activities including the combined museum ticket experiences with Erne Water Taxis and the Marble Arch Caves, along with the site providing the starting point for the Enniskillen Taste Experience. Entrance to the Visitor Centre is free-of-charge whereas there is a joint admission fee for entry into the two museums and the historic castle site.

There is a large free car park beside the Castle with two coach car parking spaces, a drop-off point, as well as spaces for blue badge parking. Enniskillen Castle opens all-year-round 6 days per week, with Sunday opening from June to September.

### Our usual opening hours are:

- **Monday to Friday:** 9.30am – 5.00pm
- **Saturdays:** 11.00am – 5.00pm
- **Sundays (Jun to Sept):** 11.00am – 5.00pm
- **Bank Holidays:** open on NI & ROI Bank Holidays (apart from the Christmas period) from 9:30am – 5:00pm

The Enniskillen Castle ground floor Visitor Centre Café facilities comprise of a kitchen, servery and café area (36 seats). In addition, groups can be seated in the top floor of the Visitor Centre and the Barrack Store. In the summertime, there is also the facility for visitors to sit outside in a raised courtyard space adjacent to the Castle Café with access from bifold sliding doors, plus picnic tables in the garden overlooking the River Erne.

Visitors to the Castle expect to be able to enjoy a hot drink and light snack or lunch at an affordable price. The minimum food expected is:

- Tea / Coffee / Hot Drinks and Soft Drinks
- Soup
- Sandwich / wrap or similar
- Scones
- Cakes / sweet treats

The successful provider will be offered 'first refusal' for catering provision for events and activities including within our programme including conferences, hosted events and private functions.

## Specific Requirements

Fermanagh and Omagh District Council is inviting Expressions of Interest for the provision of Café Services at the Visitor Centre, Enniskillen Castle in line with the venue's opening hours listed above. The successful bidder will be required to enter into a formal Agreement with the Council. In the first instance this is for a two-year period with an option by the Fermanagh & Omagh District Council to extend for a further three periods of 12 months, at the sole discretion of the Council.

Without prejudice to the final terms of that Agreement, the service provision is expected to include the following:

1. Be part of our visitor welcome at Enniskillen Castle, delivering consistently high standards, meeting and exceeding customer expectations, through professional and experienced catering staff, management and systems.
2. Offer a simple menu of quality favourites at value for money prices for individuals, groups and corporate hospitality/events catering.
3. Commit to the implementation of Minimum Nutritional Standards for Catering and the Calorie Wise (Silver) Award.
4. Ensure that a legible price list of all food and drink products is prominently displayed in the catering area for the information of customers. The menu price list should be made available to the venue Manager.
5. 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.
6. To operate during normal opening hours and at agreed times outside these hours when a Service is required by service users.
7. 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.
8. 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.
9. Provide appropriate risk assessments and staff training.
10. The successful provider will be responsible for the cleaning and upkeep of the catering areas, including the ground floor café seating area. 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.
11. 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.

## Schedule of Equipment

### Kitchen Equipment:

1	Oven
1	Extractor
1	Panini grill
1	Microwave Oven
1	Dishwasher
1	Sink Unit
1	Inset Sink
1	Handwash Basin
2	Undercover Refrigerators
2	Refrigerator Deli Display

### Café Furniture

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 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 £1,298 per annum.
- Electricity Usage. The café area has averaged 820kWh per month. The average unit cost in 2025 was 25p/kWh. On this basis, the estimated cost is approximately £205 per month.
- Waste Disposal – the use of Enniskillen Castle 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.

