



Information Booklet



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

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Fermanagh and Omagh District Council invites Expressions of Interest from suitably experienced and innovative catering operators for the provision and management of the café facility at Strule Arts Centre, Omagh.

Opened in 2007, Strule Arts Centre is an award-winning contemporary arts venue and conference centre located in the heart of Omagh. The venue hosts a diverse programme of theatre, music, comedy, dance, exhibitions, workshops, community activities, conferences and corporate events, attracting over 130,000 visitors annually and selling approximately 30,000 tickets each year.

The Centre benefits from excellent accessibility, with convenient transport links and town centre parking nearby. Facilities within the venue include a 384-seat auditorium, lecture theatre, visual arts gallery, museum exhibition spaces, dance studio, workshop and art studios, meeting rooms, café and bar facilities.

Strule Arts Centre delivers more than 250 performances, events and workshops annually, alongside a significant programme of room hires for corporate, community and arts-based activities. This provides a strong and diverse customer base for the café operation throughout the year.

The café occupies a prominent position within the venue and benefits from panoramic riverside views and access to an outdoor Urban Garden dining area. Catering facilities include a professional kitchen and a café seating area comprising 48 covers across 13 dining tables.

Through this Expression of Interest process, the Council seeks proposals from operators who can deliver a high-quality, customer-focused café offering that complements the cultural and community role of Strule Arts Centre, enhances the visitor experience, and maximises the commercial potential of this unique venue.

Opening Hours

The Strule Arts Centre operates a comprehensive programme of entertainment for approximately 50 weeks of the year.

The venue's standard operating hours are as follows:

- **Monday to Saturday:** 9.30am – 5:00pm
- **Sunday:** Open as required, dependent on scheduled events.

For performances, the Bar typically opens from **one hour prior to the performance start time, and during the interval, until the conclusion of the performance.**

Café Opening Hours

Mon-Sat	10am – 4pm
Sunday	Closed
Bank Holidays	Closed except St Patrick's Day



Specific Requirements

Fermanagh and Omagh District Council is inviting Expressions of Interest for the provision of **Café and/or Bar Services** at the Strule Arts Centre, 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 venue's 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 of service that meet and exceed customer expectations through the provision of suitably qualified and experienced catering staff, bar staff, management personnel, and operational systems.
2. Provide a varied, high-quality, and competitively priced menu offering across all aspects of service delivery, including refreshments, breakfasts, brunches, lunches, corporate hospitality, and event catering.
3. Demonstrate a commitment to healthy eating initiatives through the implementation of Minimum Nutritional Standards for Catering and achievement and maintenance of the Calorie Wise (Silver) Award, or equivalent recognised standard.
4. Provide catering services for a diverse range of events hosted within the venue, including meetings, conferences, performances, receptions, community events, and specialist functions, and demonstrate the flexibility to respond to varying customer requirements.
5. Ensure that clear and up-to-date pricing information for all food and beverage products is prominently displayed within the catering area. Menus shall be available at customer tables and supplied to the Theatre Operations Manager upon request.
6. Develop and deliver seasonal menus, promotions, and themed décor that complement the venue's programme of events and activities, including key seasonal periods such as Halloween and Christmas.
7. Ensure that the outdoor seating area is actively utilised during periods of favourable weather. Tables and chairs provided by the Council shall be set out and made available to customers whenever weather conditions are suitable.
8. Review pricing on an annual basis only following consultation and agreement with the Council. Any approved price increases shall not exceed the prevailing annual rate of inflation unless otherwise agreed in writing.
9. Operate the café and bar facilities in accordance with the agreed opening hours 10am -4pm. Full opening hours must be adhered to at all times, with any variation to kitchen closing times requiring the prior agreement of the Theatre Operations Manager.
10. Work collaboratively with the Council to develop and promote the café's brand identity and proactively market the service within the venue, across related Council facilities, and to relevant target audiences.

11. Maintain the highest standards of food safety and hygiene at all times, ensuring the business is registered with the Council as a food business and full compliance with all applicable legislation, regulations, guidance, and codes of practice relating to food preparation, storage, handling, and service.
12. Undertake and maintain appropriate risk assessments and ensure all staff receive relevant training necessary to fulfil their duties safely and effectively.
13. Ensure that all staff maintain exemplary standards of presentation, professionalism, and customer care. Staff must be appropriately dressed, well presented, and trained to deliver courteous, efficient, and customer-focused service.
14. Be responsible for the cleaning, maintenance, and general upkeep of all catering-related areas, including the café and upper and lower foyer spaces where food and beverages are consumed. All cleaning activities must comply with relevant food hygiene regulations. The provider shall also be responsible for the collection, segregation, and lawful disposal of all waste generated through the catering operation.
15. Ensure that, following each service period, all catering and customer areas are left clean, tidy, and presentable. All glassware, crockery, cutlery, and catering equipment must be collected, washed, and stored appropriately prior to the venue closing.
16. Ensure that the sale and service of alcohol is conducted in full compliance with all relevant Northern Ireland licensing legislation and associated regulations.
17. Provide a balanced and attractive range of alcoholic and non-alcoholic beverages appropriate to the venue's audiences and events. Products offered should represent good value for money and meet customer expectations.
18. For performances where ticket sales indicate a full house, ensure both the Level 1 Foyer Bar and the Level 2 Café Bar are fully operational and appropriately staffed for at least one hour prior to the performance, throughout any interval, and until the conclusion of the event.
19. Ensure that all waste and recyclable materials generated by the operation are stored and disposed of appropriately. Where external waste management services are utilised, all bins, skips, and waste storage facilities must be regularly maintained and emptied to ensure compliance with hygiene standards. Waste must not be permitted to accumulate or overflow.
20. Be responsible for maintaining the cleanliness and presentation of the café and foyer areas before and after performances. All glassware and service items must be removed from customer areas immediately following events and no later than venue opening on the following day.
21. Ensure that the café area is thoroughly cleaned and prepared following each service period and prior to subsequent venue use. This shall include, but not be limited to, sweeping and cleaning floor surfaces, and sanitising tables, counters, and other customer-facing areas.
22. Any proposal to sell confectionery products for consumption within the auditorium must be agreed in advance with the Theatre Operations Manager.

Schedule of Equipment

Kitchen prep area Level 3	
Commercial Deep Fat Fryer Flat Top Griddle / Plancha Twin Electric Hot Plate / Boiling Top Rational CombiMaster Combi Oven Commercial Upright Refrigerator Stainless Steel Prep Table Commercial Dishwasher / Glasswasher Hobart Commercial Dishwasher Wash-Up / Pot Wash Sink Hand Wash Sink & Prep Counter Dishwasher Rack / Plate Rack Commercial Panini Press / Contact Grill	Banks Double Contact Grill Commercial Water Boiler / Tea Urn Instanta Water Boiler Samsung Commercial Microwave Stainless Steel Preparation Bench Hot Bain-Marie / Heated Food Display Unit Eurfrigor Ice Machine Refrigerated Prep Counter / Saladette Unifrost Refrigerated Counter Commercial Upright Fridge Koldbox Upright Refrigerator Zanussi chest freezer
Coffee Shop Level 2	
Three-tier service trolley / bussing cart Commercial espresso machine (Expobar G-10) Undercounter display fridge Commercial coffee grinder (Pulse grinder) Hot water boiler / tea urn (Instanta) Merrychef rapid cook oven Classeq commercial dishwasher / glasswasher Tall fridge freezer	Furniture 13 circular tables 48 plastic chairs 3 baby chairs
Foyer Bar Level 1	
Twin door bottle cooler Three door bottle cooler Small dishwasher	

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 2000 kWh per month).
- Waste Disposal – the use of Strule Arts Centre 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.

