

Cymdeithas
Amaethyddol
Frenhinol
Cymru

Royal
Welsh
Agricultural
Society



SIOE FRENHINOL CYMRU ROYAL WELSH SHOW

GORFENNAF 24 -27 / JULY 24th – 27th 2023

CATERING & BAR TENDER DOCUMENT V 2

Address: RWAS Ltd, The Showground, Llanelwedd, Builth Wells, Powys LD2 3AR
Company Reg No: 892 851 Wales
Charity Reg No: 251 232
VAT No: 134690369

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Tender Information

You are invited to tender for the enclosed contract by submitting your quote and the requested information by close of business **on Monday 6th of March 2023** by email to caron@rwas.co.uk - marked private and confidential. Please ensure you submit all requested documents with your quote as this will affect the scoring matrix that we will apply.

Please forward any questions, survey, or meeting requests by **Friday 24 February 2023**.

The successful contractor will be informed by **Friday 10th of March 2023**

We would like a proposal for a 1 year, 3 year and 5-year contract.

The dates for the event are as follows.

Event Dates – 2023 to 2027

2023 – 24th, 25th, 26th and 27th July

2024 – 22nd, 23rd, 24th and 25th July

2025 – 21st, 22nd, 23rd and 24th July

2026 – 20th, 21st, 22nd and 23rd July

2027 – 19th, 20th, 21st and 22nd July

When submitting the tender quote, please submit a full breakdown of costs.

Please also submit a quote for any recommended enhancements to the specification due to changes in legislation or industry developments.

Background

The Royal Welsh Agricultural Society has played a leading role in the development of agriculture and the rural economy in Wales for over a century since its formation in 1904.

Today our work includes providing support for business, social welfare and education in rural communities, and the organisation and staging of our ever-popular society events, the Smallholding and Countryside Festival, the Royal Welsh Show, and the Winter Fair.

The pinnacle event in the British agricultural calendar, the Royal Welsh Show is held in July every year at the Showground, Llanelwedd, Builth Wells, Powys and attracts some 200,000 visitors over the four days. The Royal Welsh Show has been staged on the showground since 1963. The 150-acre site is now well developed and has some 60 buildings ranging from Exhibition Halls to Pavilions and permanent toilet blocks to wooden huts. As well as the permanent ground and structures the Society owns and hires additional land and temporary toilets and marquees to help stage this event.

Along with the livestock, the show provides something to interest everyone through its wide range of activities including tradestands, forestry, horticulture, crafts, countryside sports, food and drink and has a 12-hour programme each day of entertainment, attractions and displays.

The catering on offer is an important part of the Society's objectives ensuring that Welsh food and drink is on offer to all consumers at the event.

Therefore, we expect static caterers to fulfil this brief to its full potential and promote the Welsh products available to consumers, especially beef, lamb and dairy products.

We expect all caterers to be responsible and use biodegradable / compostable products, alternatives to plastic and to segregate waste as much as possible so that there is a cleaner resource that can be collected and potentially reused. The RWAS will be exploring options for single use cups to use at the bars and will expect the successful contractors to support this scheme.

The various catering outlets have been developed to offer exclusive, official, or speedy service to the various categories fulfilling their various roles on site as well as an offering to the public. There is a variance in the menus and service on offer.

Menus options for all dietary needs must be presented including allergens. Also, menus in the Welsh and English languages must be placed on display at the various venues, we may be able to assist with this process, if necessary.

There are mobile catering outlets also on site and a dedicated Food Hall offering consumers a variety of fayre to suit taste and budget.

Terms of Contract

General Terms – Applicable to all Sections

- 1.1. To ensure a fair pricing policy on the showground appropriate to the facilities on offer all quote tariffs for drinks; meals and menus or individual items must be stated, in type, quantity and volume. A comparative list will then be drawn, and you will be advised accordingly.
- 1.2. The mutually agreed pricing must be adhered to during the event and must be prominently displayed at each bar or catering outlet.
- 1.3. The Caterer must comply with all fire, Health & Safety, and Food Safety regulations as per 2023 Trade Stand Regulations on the Society's website rwas.wales
- 1.4. The Caterer must comply with the Society's Safety Statement policy on the Society's website and other policies.
- 1.5. The Caterer must comply with the catering specification which will be updated annually, those given multiyear deals will be sent a new version to adhere to.
- 1.6. **Net and gross prices for Society meal tickets should be submitted with the tender. Two prices are required in 2023 for one or two lunch and supper course options with tea/coffee/soft drink. All meal tickets must be signed correctly and clearly or they will not be accepted for payment. Meal tickets redeemed which are from previous Shows will not be accepted. Please clearly indicate the meal package you are offering for meal tickets.**
- 1.7. **Meal tickets are not to be accepted for alcoholic drinks such as bottles of wine.**
- 1.8. Daily meetings at agreed times may be arranged with the Head of Administration or RWAS Senior Catering Steward to discuss mutual matters.
- 1.9. The Caterer must not subcontract any portion of the franchise, which may be extended to them without prior permission.
- 1.10. All bars may sell snacks. Prices to be submitted with tender.
- 1.11. All tenders should be accompanied by proposed menus.
- 1.12. All prices of food sold to be quoted and displayed should be inclusive of VAT.
- 1.13. The Caterer must promote the full range of menus available, including Welsh or UK branded items.
- 1.14. Caterers who may hold private contracts with Exhibitors and Organizations on the Showground must not sell meals or snacks to the public through such additional outlets. Private arrangements must not compromise the catering contract with the Society. You must only cater

for numbers in line with your kitchen's capacity. Any deviation in operation during the course of the Show in terms of the above or in terms of cost, quality, cleanliness or service reported to and validated by the Society will cause the Society to penalize the Caterer concerned.

1.15. All tenders to be shown exclusive of Vat.

1.16. Waste – the Society is keen to encourage caterers to use biodegradable/compostable material, where appropriate and efforts to minimize and segregate waste is essential. The Society expects full co-operation from the successful company to work with the contracted waste operators. The use of plastics must be kept to a minimum.

1.17. Plastic glasses – alternative ideas for the use of glasses even on a refundable basis must be explored, the use of plastics need to be reduced on site. Please provide canned drinks as an option as opposed to plastic. Please offer customers a promotion when they provide their own drink containers for use.

1.18. The Society would also like to encourage the use of Fair Trade products.

1.19. The Society reserves the right to specify particular products offered for sale in relation to any sponsorship agreements that are in place at the time of the Royal Welsh Show. The Society will stipulate preferred suppliers upon being awarded the contract which will also assist with restricting the amount of delivery vans on site. Please note that deliveries have to be made outside of restricted movement hours. A minimum pricing policy will be prevail for the sale of bottled water.

1.20. The caterer is to produce a fire risk assessment in relation to their activities which should include a plan of their layout, exit points and the compliant number of customers and staff that can be present in their building/ marquee. This must be available on request.

1.21. LPG cylinders are not to be used or stored within premises, they should be outside in a well-ventilated area protected against tampering and contact by vehicles. It is recommended that all LPG cylinders are placed in a suitable cage with the appropriate signage.

1.22. The caterer must ensure that their staff are familiar with evacuation procedures from their premises of operation.

1.23. All mobile food units or kitchens must thoroughly disinfectant all internal water pipework and water storage containers used on site, immediately before the event. Records must be made available on the unit to demonstrate when this task was last completed, and ideally stating the method of disinfection.

1.24. Further any deviation in operation during the course of the Show in terms of the above or in terms of cost, quality, cleanliness or service reported to and validated by the Society will cause the Society to penalize the Caterer concerned.

- 1.25. Please highlight the location of the nearest toilet block to assist with the aim of ensuring that all are washing their hands prior to eating.
- 1.26. All caterers must respond and undertake to the improvement measures requested from the RWAS Environmental Health consultant.
- 1.27. It would be desirable to employ some Welsh speaking staff at this national event.
- 1.28. The Caterer must refer HSE Purple Guide and implement practices in line with recommendations of the guide.
- 1.29. The Caterer will supply adequate appropriately trained, qualified and competent staff, who should be always courteous, including supervisory personnel and ensure that all necessary relief staff are supplied.
- 1.30. The Caterer has a duty of care to their staff and will be required to ensure contingencies such as shelter from weather are in place.
- 1.31. Changes to contract at the event will only be permitted on receiving the full authority of the Honorary Show Director– Mr. Richard Price, Assistant Honorary Director Administration – Mr. Richard Davies in conjunction with the Chief Executive or Head of Administration.
- 1.32. The Caterer will be required to attend a debrief meeting and/or submit a report post event detailing the fulfilment of the contract and any advised changes.
- 1.33. The Caterer undertakes to indemnify the Society and keep indemnified against any claims for injury to persons or damage to property where such injury or damage is caused by the fault or negligence of the staff of the Company or by any defect in the Company's equipment.
- 1.34. All materials or equipment stored or erected by the Caterer on the Showground shall be at the Caterer's risk.
- 1.35. The agreement will be in line with the draft addendum attached to the specification.

Wet Catering – Conditions and Stipulations affecting the various groups.

- 2.1. **In 2023 the Society would like to encourage a culture shift on the sale of alcohol and the responsible consumption of alcohol. Staff training in relation to alcohol and its effects is essential. Catering / Bar contractors must work with the Society to co-ordinate a possible staggered egress. A unified code of practice between the town and showground and other venues has been introduced and we expect the contractor to fully co-operate with this. A copy will be sent to the successful contractors. Free drinking water must be clearly and readily available. All efforts must be made to reduce the risk and effects of excessive drinking.**

- 2.2. The Society has obtained a Premises Event License in respect of Zone C (2015 Show) and Hafod a Hendre but otherwise PLEASE NOTE INDIVIDUAL CATERERS who sell alcohol in all other areas of the showground must send a Temporary Event Notice (TENS) to the issuing authority. The Society will invoice the bar operators using the license in respect of Zone C and Hafod a Hendre. The responsibility for the sale of alcohol will be transferred to a personal license holder who must provide evidence of their status and complete the necessary paperwork. Additional paperwork will also be provided for completion and inspection by the local authority. In line with the Society's policy Challenge 25 posters must be displayed clearly as well as the relevant Licence for the outlet.**
- 2.3. Failure to agree or subsequently implement and comply with the premises event license or the above requirements will invalidate any tender or contract.**
- 2.4. The Society reserves the right to nominate suppliers of alcohol for the whole of the 2023 Show period.**
- 2.5. A maximum pricing policy will prevail, further details to follow prior to the event.
- 2.6. Caterers to ensure that stocks of alcohol etc. are brought in during the pre-Show period or after the close of Show each day.
- 2.7. Caterers must ensure that they supply proper bar fittings, tables, and chairs etc. where applicable.
- 2.8. There must be adequate management staff on site during pre-Show, Show and post Show periods
- 2.9. Bar staff must be fully trained and responsible, the local authority's authorized to sell alcohol form must be completed and kept at the outlet during the event.
- 2.10. No cans or bottles should pass over the bars.**
- 2.11. All caterers must comply with licensing laws.
- 2.12. Notices must be erected at all bars stating that caterers have the right to refuse service and incident book must be kept. Under the Society own premises Licences any incidents must be brought to the attention of the DPS. The DPS may ask to see the log incident book.
- 2.13. The Society has the right to close all bars with immediate effect and for as long as necessary.
- 2.14. Where necessary, measured pumps must be used to meet Weights and Measures Regulations.
- 2.15. The Society reserves the right to specify products offered for sale in relation to any sponsorship agreements that are in place at the time of the Royal Welsh Show.

- 2.16. The Society's proof of age policy must be strictly adhered to and the terms and conditions of the premises event license. Posters to encourage responsible drinking should be placed on prominent display.
- 2.17. The Society would like evidence of the application for a temporary event notice.
- 2.18. The Society will stipulate the maximum prices for the sale of non-alcoholic and alcoholic drinks.
- 2.19. The Society expects the caterer running a bar to ensure that they have sufficient SIA trained guards available within their outlets, if deemed necessary in their risk assessments. The Society would provide SIA guards at the door only.
- 2.20. No customer is allowed to leave a bar outlet with an alcoholic drink and to walk around the event site.
- 2.21. **The Society is imposing a ban on sales of alcopops and high alcohol content drinks.**

Environmental Health Requirements

All caterers must abide by the following:

- 3.1. Comply with all Health & Safety and Food Safety legislation as per the 2023 Trade Stand Regulations (available on rwas.co.uk) at all times.
- 3.2. Caterers can only be approved by the Society to provide food or drink on the Showground if they have a minimum Food Hygiene Rating of 3 at all times.
- 3.3. If the Rating drops below 3, the Food Operator must inform the Society at the earliest opportunity.
- 3.4. The Rating must be on view to their customers at all times.
- 3.5. Caterers must seek prior agreement from the Society for any products of animal origin they sell that is not Welsh. Any caterer found with a non-Society approved product on the Showground site, must voluntarily surrender the product(s) immediately when requested to do so by a Senior Official from the Society. Caterers will be banned from trading at the Society events indefinitely if they do not comply/co-operate with the Society.
- 3.6. Caterers must keep the following documents available to view at all times when on the Showground. Evidence:
 - Of their specific food safety controls at the Showground e.g. an up to date Safer Food Better Business pack or other HACCP system. In particular, it must state their controls for guarding against E.coli and for managing water hygiene (sanitizing containers, pipework, hose pipes and fill points)
 - Of up-to-date hygiene training for those being employed during the event.
 - To show that they have complied any recent inspection reports – either from a local authority or from an Officer representing the Society.

- Significant findings from their Showground specific risk assessments, making sure documentary evidence is kept on the unit showing the control measures for fire and gas safety
- Of their current Public and Employer's liability insurance

3.7. Where applicable, caterers are responsible for making sure that no alcohol is obtained by anyone underage.

3.8. Failure to comply with any of these items mentioned above could result in the Society's Officers stopping the catering operation.

Financial Terms

4.1. An open book financial system will be required for 2023. The cost of the tentage, furniture and temporary electrical supplies will have to be borne by the catering/bar companies as indicated in the specification. In 2023 please note only the competent electrical and plumbing contractor chosen by the Society will be allowed to undertake work on site and the contractor will be invoicing the caterer direct. The minimum commission calculated from the total NET takings should be as follows. Please note NET takings should encompass all trading including meal tickets:

4.2. Section 1 – A minimum 10% of total NET takings to be paid by the caterer to the Society for the following outlets:

- Vice Presidents' & Governors' Pavilion – Bar and Private Catering.
- International Pavilion – Private bookings.
- Members Restaurant & Bar (Montgomery Pavilion).

4.3. Section 2 – A minimum 15% of total NET takings to be paid by the caterer to the Society for all other outlets unless otherwise agreed.

4.4. Companies may submit a tender figure over and above the percentages noted in order to forward a competitive quote.

4.5. After NET takings of £10,000 a minimum of 20% will be required by the Society.

4.6. After NET takings of £20,000 a minimum of 30% will be required by the Society.

4.7. Please note that some payment may be required prior to the event, details of which will be included in your contract.

Risk Assessment and Public Liability Insurance

5. The Contractor will have to provide a risk assessment and a copy of their Company's Public Liability and Employer's Liability insurance relevant to fulfilling the contract during the tender process; and encourage safe working practices amongst their staff and adhere to all health and safety guidelines. Please visit www.rwas.wales for our Health & Safety Policy Statement.

Documents provided must contain your current policy number, name of insurer and expiry/renewal date as this would ensure that it does not expire prior to an event they might be attending.

Insurance must meet the following criteria:

- a) Public liability insurance policy with a limit of at least £2,000,000 any one incident
- b) Employer's liability insurance with a limit of at least £10,000,000 any one incident

Payment

6. Subject to the services enclosed being carried out to its satisfaction the Society will agree to pay the Contractor the contract figure on receipt of the Contractor's official invoice after the Show with the signed and completed meal tickets are presented back to the Society. Invoices from the Society must be paid by 30th September 2023. Part commission or fixed term sums on some contracts in particular the Members Bar must be paid prior to the Show. If the service is not maintained as per contract, the Society will negotiate with the Contractor a reduction in the contract figure.

If any dispute or difference shall arise between the parties hereto touching or concerning the construction of these present or the rights duties or liabilities of either party hereunder then in every such case the matter in dispute or difference shall be referred to a single arbitrator in accordance with and subject to the provisions of the Arbitration Act 1996 or any statutory modification or re-enactment thereof for the time being in force. The timeline for the commission payable by the contractor or fixed price contract will be agreed and added to the contract.

Catering and Admission Tickets and Passes

7. No free meals will be provided by the Society. The Society will provide enough admission tickets and passes to fulfil the contractual obligations only.

Temporary Electricity Supplies

8. The Society will invoice the contractor for any temporary electricity supplies provided.

Additional Work

9. There may on occasion be additional work requests due to circumstance, within reason. Alternatively, the specification could be changed in some areas due to circumstances. Any changes will be highlighted in the specification received prior to the event. Please clearly indicate the cost of additional equipment and staff on an individual basis when submitting your quote.

Definition

10. Contract period = Saturday 22nd July to Friday 28th July 2023 variable in line with the specification
Show period = Monday 24th July to Thursday 27th July 2023
11. Further contract definition will be defined as per the dates stipulated in the Tender Information section.
12. Signed contracts to be exchanged in June 2023.

Catering Requirements

Catering locations are divided into sections. Please submit tender for each individual section you wish to tender for individually. Sections are as below. Sections 1, 2.1 and 2.2; 3 and 4; 8 & 14; 9 & 15 may be offered to the same contractor due to logistics.

Section 8.	-	Members Centre - Restaurant & Bar (Main Ring).
Section 13.	-	Horticulture Marquee – Public Tea Bar.
Section 14.	-	Lolfa 1904 Lounge – Life Presidents/Governors & Members & Trade.

Please ensure that you submit inclusive and exclusive prices and menus and how you will meet the demands of catering on site in reference to the notes in the opening paragraph. Please also include your prices for meal tickets (where relevant) and the prices for cash sales

Section 8 – Members Centre – Restaurant, Lounge and Bar

In 2023 the Society would like the catering company to create an appropriate venue on this prime site as the main base for Society members. The building is on two floors and a restaurant, cafe and bar must be created on the ground floor with a café area and a lounge area on the first floor with a balcony. An outdoor seating and table area will be created on the ground floor in the patio area. The members' area must be family orientated and welcoming. The restaurant may be used by sponsors and guests and vouchers/passes will be provided by the Society.

A members' area for approximately 170 individuals indoors and 50 outdoors; table reservations to be made via the caterer. Building plans are available on request.

(A) General

The Pavilion is a permanent building. Temporary kitchens, preparation and storage areas have to be created alongside the building by the caterer and Society.

Meal tickets may be redeemed at the outlet for sponsors and guests and paid for by the Society. The Society may wish to reserve tables for a small number of these individuals. The caterer will be advised accordingly.

(B) The Society will provide:

- (i) A permanent building.
- (ii) Water, electricity supply and drainage services.
- (iii) A limited number of Society stewards.
- (iv) Contract staff to attend to cloakroom and toilet maintenance duties.
- (v) An appropriate number of tables, chairs, and all necessary furnishings (indoor and outdoor) for a dining area.

(C) The Caterer to provide:

- (i) Good value morning refreshments, hot/cold carvery, afternoon tea geared towards Welsh products and theme for the members catering (approximately 170 indoors and 50 outdoors).
- (ii) Temporary kitchens, cooking and all necessary preparation and serving equipment including glass, china, cutlery, table coverings and serviettes.
- (iv) Fully equipped licensed bar.
- (v) Apply for a temporary event notice.
- (iv) Adequate experienced staff to maintain high standard of service, cleanliness and efficiency at all times.
- (v) Bud vases for the Members' Restaurant.
- (vi) Menus and prices to be displayed in the Members area.
- (vii) Members limited bar to sell real ales, wine and pimm's **only**. Limited cider. Numbers being served to be strictly monitored and limited.
- (viii) Menu options should be included for vegetarians, gluten free and healthy meals for children as well as the provision of high chairs on request.

(D) Opening Times

Members' Restaurant: -

Monday 24th July to Wednesday 26th July: -

Refreshments	9.30 a.m. – 12noon.
Lunch	12.00 noon - 4.00 p.m.
Afternoon Tea	4.00 p.m. – 5.00 p.m.
Dinner 6.00 p.m. –	9.30 p.m. Last orders 9pm.
Bar	12.00 noon - 8 p.m.
Lounge	9.30am – 9.00pm.

The lounge area would have to be continually open.

Thursday 27th July

Refreshments	9.30 a.m. – 12noon.
Lunch	12.00 noon - 4.00 p.m.
Afternoon Tea	4.00 p.m. - 5.00 p.m.
Dinner 6.00 p.m. –	9.30 p.m. Last orders 9pm. Usually for a private Society function.
Bar	12.00 noon - 7 p.m. and to cover the above function.

Section 13 – Horticulture Marquee – Public Tea Bar

General: The tea bar is a provision within the Horticulture marquee which features professional and amateur exhibits and an "On Stage" area. The tea bar menu must consist of a café style light refreshment, offering a good choice of sandwiches and cakes.

The café may be located centrally in the large marquee next to the on-stage area and is very much the heart of the Flower Show; the marquee will again feature the Welsh National Honey Show. If the caterer could offer a menu and look that reflects the flower, garden and honey influence that would be well received.

(A) The Society to provide:

- Hot and cold water and electricity.
- 15 x 1m round tables for customers and chairs or equivalent.
- Five parking spaces can be offered to the caterer behind the marquee.

(B) The Caterer to provide:

- A self-contained mobile catering unit.
- Catering and serving equipment and fittings, crockery, and cutlery; table covers etc.
- An adequate number of trained staff.
- Menus and prices to be forwarded.
- Sufficient cold storage.
- Caterer to clean and maintain the catering area.
- The caterer will also have to set up the preparation area and the tables and chairs supplied.

(C) Opening times:

Sunday 23rd July: 2pm – 8pm – Exhibitors and Stewards only

Monday 24th July: 9am – 7pm – May be restricted access due to judging in the morning.

Tuesday 25th July: 9am – 7pm

Wednesday 26th July: 9am – 7pm

Thursday 27th July: 9am – 5pm.

Section 14 – Lolfa 1904 Lounge –

In 2023, the Society is exploring the possibility of re-branding the 1904 Lounge as a pop-up restaurant designed to showcase your culinary talent, while providing good value for money for customers. This opportunity must be used to promote the best of Welsh food and drink and the Society would collaborate with the catering company over the menu design. You may be required to collaborate with a stakeholder who would be promoting produce from the Feature County – Glamorgan.

The restaurant will be open to the public in the day with the facility being used by trade exhibitors only after 7pm.

The floor space available is 23.1m by 18.98m with a room 7.1 by 6.73m to be used as a cloakroom, there is a storage room and basic kitchen. Plans are available on request.

(A) General

The Pavilion is a permanent building. Temporary kitchens, and a preparation and storage areas will have to be created by the caterer externally.

(B) The Society will provide:

- (i) A permanent building to be fully lined in the public areas with lighting and a carpet.
- (ii) Water, electricity supply and drainage services.
- (iii) A limited number of Society stewards to look after the membership guests.
- (iv) 1 individual via the cleaning contractor to be on duty between 8am and 8pm

- (v) An appropriate number of tables, chairs, and all necessary furnishings (indoor and outdoor) for a dining and seating area.
- (vi) An SIA guard.
- (viii) A TV with live broadcasts of the Show. TBC

(C) The Caterer to provide:

- Morning breakfast/ refreshments, daytime and evening hot/cold meal or carvery options, and afternoon tea. **Options to be forwarded with the tender proposal and details on how the caterer will manage the operation and the clientele in the lounge.**
- Temporary kitchens, cooking and all necessary preparation and serving equipment including glass, china, cutlery, table coverings and serviettes.
- Fully equipped and licensed bar.
- Apply for a temporary event notice.
- Adequate experienced staff to maintain high standard of service, cleanliness, and efficiency at all times. An overall competent Manager must be on duty at all times in the day to manage the different clientele, to meet and greet and escort to table etc. Waiter/waitress service to be organized to assist those who select from the serving counter. The caterer must look after the needs of hospitality guests.
- Menus and prices to be displayed in the Members area.
- Menu options should be included for vegetarians, gluten free and healthy meals for children as well as the provision of high chairs on request.

(D) Opening Times –

Restaurant: -

Monday 24th July to Thursday 27th July:-

Breakfast/Refreshments

	9.30 a.m. – 12noon.
Lunch	12.00 noon - 4.00 p.m.
Afternoon Tea	4.00 p.m. – 5.00 p.m. TBC
Dinner	5.00 p.m. – 9.00 p.m.
Bar	12.00 noon - 10.30 p.m.