

THE MANX MUSEUM BAY ROOM CAFÉ



INFORMATION PACK

SPRING 2025

Background

Manx National Heritage is inviting expressions of interest from experienced food and beverage businesses to operate the Bay Room Café at the Manx Museum.

The Bay Room Café is located within the Manx Museum and is available for year-round¹ operation during core opening hours (09:30 to 16:30 daily). The business will benefit from an annual customer base of c.61k visitors to the Manx Museum with potential to grow this further by establishing the Bay Room as a destination for local users.

The operator will also benefit from the growing market for cruise ships and specialist tour groups visiting the Museum and will have the opportunity to compete to provide food and refreshments for MNH and third party private and corporate events, lectures and exhibition opening event. MNH is also keen to explore opportunities for pop-ups and to develop new events with catering at some of our other sites.

Manx National Heritage is seeking an operator who will:

- Offer choice and enhance the quality of visits to the Manx Museum
- Work in partnership to generate income to support the Charity
- Respect and value the special environment in which the café is located
- Bring experience and an impressive track record of delivering high quality food and beverages with exceptional standards of customer service
- Offer a creative and distinctive menu that meets the expectations of our visitors
- Promote the high quality of locally sourced Manx ingredients
- Guarantee the highest standards of hygiene and maintenance practices
- Operate a sustainable business over the term of the lease

Accommodation

A conservatory style café within the Manx Museum currently offering 27 covers across 8 tables (with potential to increase this by changing furniture) in a dining area with excellent natural light and elevated views towards Crellin's Hill and Douglas Bay. A compact commercial kitchen and drinks preparation area are immediately adjacent.

Café storage is limited.

¹ With the exception of closures on Christmas Day, Boxing Day and New Year's Day



Bay Room Cafe Kitchen

Rental and Service Charges

A rental in excess of £8,500 per annum is sought.

In addition, a service charge of £2,850 per annum will be payable to cover heating, water and security / fire alarm maintenance.

Electricity is charged according to actual consumption based on sub-meter readings.

The rent and service charge will be subject to annual review according to the change in CPI over the preceding year.

VAT on the rent and service charge will not be chargeable initially. MNH reserve the right to charge VAT in the future.

The Tenant will also be responsible for any payment of rates chargeable for the Bay Room, waste disposal charges attributable to the café and pro-rata building insurance costs.

Parking

Chester Street Car Park is a short walking distance away across the link bridge with The Manx Museum and there is limited free onsite car parking on a first come, first served basis. On-street parking is available in close proximity to the Manx Museum.

Deliveries are possible via the Manx Museum Shop entrance a few meters from the Bay Room.

Offers

Prospective operators are invited to submit offers which will be evaluated based on a range of criteria which should be provided with the proposal as described below:

Category	Criteria
Financial Offer	Rental offers in excess of £8500 per annum
Proposed Offering	- Suitability and fit of proposed service for visitors to the Manx Museum - A core service proposal appropriate to the needs of the target market, sample menu information with proposed pricing points, daily/seasonal variation, use of local produce, allergies/alternatives, branding and other relevant information to allow evaluation of the proposal - Any additional service provision options, i.e. corporate events (which may be evenings and/or weekends), catering for meetings (working hours), loyalty cards, discount groups etc.
Experience and evidence of customer service standards	- Details of previous experience in provision and management of high quality catering; - Hygiene & Maintenance policy - Customer Services Plan - Health & Safety Policy - Safeguarding Policy - Equality & Diversity Policy - Allergies Policy - Declaration of any previous closures, improvement notices or other enforcement action against any prospective party to the lease
Business sustainability & financial standing	- A business case demonstrating sustainability and the ability of the operation to generate an economic and sustainable rent; - CV's of prospective parties to the lease and key management or supervisors - Declaration of any previous bankruptcy or disqualification from Directorship - Details of other any businesses currently being operated; NB Detailed assessment will be undertaken on potentially successful applicants



Category	Criteria
References	• Minimum of two relevant business referees who may be contacted
Environmental Management	• Waste/environmental management and sustainability policy

Opening Hours

The café will be required to be open every day (except Christmas Day, Boxing Day and New Year's Day) between 09:30am and 4.30pm. If required, a limited closure period in January for maintenance will be subject to agreement with the Landlord.

Repairs and Maintenance

The Tenant will be responsible for keeping the interior of the Bay Room in good repair and maintenance, including all mains services within the tenanted area. The café is available with an inventory of catering equipment and furniture. The use of deep fat fryers or similar will not be permitted.

Viewing

The premises will be available for viewing strictly by appointment only by contacting Shaun Murphy, at Manx National Heritage, Properties Manager, at the following email address shaun.murphy@mnh.im or telephone 01624 648052.

Proposals

The closing date for receipt of proposals is midnight on the 11th May 2025.