

Wigtown Festival Company

**Invitation to Tender:
Festival Cafe Catering Services**

25th Sept - 4th Oct 2026



1. GENERAL

1.1.Wigtown Festival Company (the Client) is seeking a competent and suitably qualified Service Provider to deliver provision of catering for the 2026 Wigtown Book Festival Cafe, County Buildings, Wigtown.

1.2.This provision will take place from 25th of September until 4th of October 2026, inclusive.

1.3.The opening times of the Festival Cafe should cover these hours as a minimum:

Friday 27 September: 9am-5pm

Saturday 28 September: 9am-5pm

Sunday 29 September: 9am-5pm

Monday 30 September: 10am-5pm

Tuesday 1 October: 10am-5pm

Wednesday 2 October: 10am-5pm

Thursday 3 October: 10am-5pm

Friday 4 October: 9am-5pm

Saturday 5 October: 9am-5pm

Sunday 6 October: 9am-5pm

1.4 Depending on events programmed, this may be subject to changes.

2. FACILITIES

2.1.The property, County Buildings Wigtown, is council owned and the Client leases the space for the purposes of hosting the Wigtown Book Festival. Basic facilities are available on site, and the kitchen is registered with Environmental Health. Therefore, food preparation can take place both on or off site. The Client will provide tables and seating only – all other equipment must be supplied by the Service Provider. Successful tenders will be able to attend a site visit previous to the start date if applicable.

2.2.The Service Provider will provide all catering, food storage and other equipment required to deliver their service to the required standard.

3. MINIMUM SERVICE REQUIREMENT

- Hot and cold drinks (tea/coffee/juice etc)
- Lunch options (soup/sandwiches/baked potatoes etc)
- Cakes and traybakes
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FOOD AND SERVICE STANDARDS

4.2 FOOD AND BEVERAGE RANGE GENERAL

4.2.1 The Service Provider must be capable of developing and delivering food and beverage offers which reflect:

- the extent of Scotland's and Dumfries and Galloway's larder;
- Scottish, regional and local products;
- use of fresh, seasonally selected ingredients;
- balance in taste, texture and colour;
- value for money for the Client;
- awareness of health and nutrition;
- awareness of meat-free, vegetarian and other dishes related to food preferences and intolerances.

4.3 CROCKERY AND DISPOSABLES

4.3.1 The Service Provider shall provide all crockery and disposables, including food and beverage containers, plates and napkins, required for the operation of the service. Disposable plates may be used but these must be high quality and biodegradable. Tablecloths must be used on the tables.

4.4 HEALTHY EATING

The Service Provider shall promote healthy eating and shall encourage both a reduction in salt, sugar and fat, and an increase in foods high in dietary fibre. Low sugar and decaffeinated beverages shall also be made available. Genetically modified food shall not be served.

4.5 LICENSING

If the service provider wishes to sell alcoholic beverages they must obtain a licence from Dumfries and Galloway council and provide a copy of said licence to the client in advance of the festival launch. All staff serving alcohol must have completed appropriate training.

4.6 CUSTOMER CARE

The Service Provider shall offer the highest level of customer care, to ensure a quality experience for those using the facility. Appropriate training and guidance shall be given to all staff to deliver a customer-oriented service.

4.7 SPEED OF SERVICE

The Service Provider shall offer an efficient, pleasant and timely level of service.

4.9 MANAGEMENT & SUPERVISION

4.9.1 The Service Provider shall nominate an individual who will act as the first point of contact for the Client representative.

4.9.2 The Service Provider shall ensure adequate supervision of all staff throughout opening times.

1. 4.10 STAFFING

4.10.1 The level of staffing is for the Service Provider to determine given the size of the operation. However, the Service Provider shall ensure that there is a sufficient level of trained and competent staff to provide the service.

4.10.2 The Service Provider shall ensure that staff are courteous and diplomatic in dealing with the Client's guests at all times.

4.10.3 The Service Provider shall ensure adequate training for all their staff.

4.10.4 The Service Provider shall ensure that staff members are well presented in either company uniform or black and white.

4.10.5 The Service Provider will be responsible for the venue for the duration of the festival, including opening up, maintaining cleanliness and closing up. Any irresolvable issues should be raised with the Producer for Wigtown Festival Company.

4.10.5 At least one member of staff provided by the Service Provider must be on site during open hours.

4.11 QUALITY

4.11.1 The Service Provider must provide a consistently high-quality service, to the satisfaction of the Client.

4.12 STANDARDS REQUIRED

4.12.1 The Service Provider shall ensure that all activities undertaken by them, or by others on their behalf, conform to all legislative requirements, and that any legal notices are prominently displayed.

4.13 FOOD HYGIENE & HEALTH AND SAFETY

4.13.1 Food Hygiene

4.13.1.1 The Service Provider shall ensure that, in the provision of the service, the Service Provider staff conform to all relevant requirements of Scottish, United Kingdom and European law, and good practice in relation to food hygiene and in particular to Regulation 852/2004 on the Hygiene of Food Stuffs.

4.13.1.2 The Service Provider shall implement and operate a system of Hazard Analysis and Critical Control Points.

4.13.1.3 The Service Provider shall permit any of the Client's staff, consultants or the local Environmental Health Officer or similar, to inspect the food preparation premises without notice, at any reasonable time. The Service Provider shall allow any such person to take and test samples of food, equipment or materials used, or to be used, in the service.

4.13.1.5 The Service Provider shall co-operate with any such inspection.

4.13.2 Temperature Control

4.13.2.1 The Service Provider shall ensure at all times that appropriate temperature control is used.

4.13.3 Personal Hygiene

4.13.3.1 The Service Provider shall employ only persons who are in good health and have a high standard of personal hygiene.

4.13.3.2 Clean uniforms shall be worn on duty, and staff shall wash their hands prior to commencing work, after using the toilet, and between different catering activities.

4.13.3 Smoking

4.13.3.1 The Service Provider's staff shall not be permitted to smoke while on duty.

4.14 CLEANING AND WASTE MANAGEMENT

4.14.1 Waste management is the responsibility of the successful Service Provider.

4.15 ENVIRONMENT

4.15.1 The Service Provider shall ensure that they operate in a manner which minimises the impact on the environment, including, but not limited to:

- The efficient use of energy;
- The use of biodegradable cleaning materials;
- The recycling of waste, including cans, bottles, glass and plastic cups;
- The purchase of recycled items, where available.

4.16 FINANCE

4.16.1 Purchasing

4.16.2.1 Wherever possible, and without contravening any legal requirement, the Service Provider should endeavour to purchase fresh, local, seasonal produce. The Service Provider should operate purchasing practices that maximise reduction of 'food miles'.

4.16.2.2 Wherever possible, the Service Provider should endeavour to purchase sustainably and support ethical trading policies such as Fairtrade.

4.16.2 VAT

4.16.3.1 The Service Provider will act as principal in respect of VAT for the food and beverage services.

4.16.3 Insurance

4.16.4.1 The Service Provider shall ensure the appropriate insurances. The required Public Liability insurance certificate must be displayed prominently.

4.16.4 Financial Information

4.16.5.1 Within 2 weeks of the event, the Service Provider shall produce a financial statement outlining total sales for the period from which the 8% commission fee will be calculated. This will be payable upon receipt of invoice following the festival.

4.17 SECURITY

4.17.1 Stock

The Service Provider shall be responsible for all stock in the provision of the services. The Service Provider shall be responsible for insuring stock.

4.18 FACILITIES & EQUIPMENT

4.18.1 Information on the electrical loadings of additional equipment to be used must be supplied.

4.18.2 All electrical appliances used which require mains power must have a current PAT Certificate.

Applications for the above opportunity must be received no later than **3rd of December 2025** and should be submitted to: laurie@wigtownbookfestival.com **OR** Laurie Bannister, Event Coordinator, Wigtown Festival Company, 11 North Main Street, Wigtown, DG8 9HN.

Please note these requirements may be subject to change dependent on the final programme which will not be published until early August.

Application to Tender

Business/Individual Name:

Contact Name:

Contact Number:

Email address:

Please state why you would like this opportunity:

Please state what can you offer that other applicants may not:

Please give details of previous, similar experience:

Additional comments:

By submitting this application, I acknowledge that I/my business can supply the catering services required in accordance with the Invitation to Tender set out by Wigtown Festival Company and will liaise with the company for the successful running of the Festival Cafe.

Please enclose the following:

Food hygiene certificate

Public liability insurance certificate

Draft menu

Confirmation of registration with Environmental Health

Signed: _____

Date: _____