



HISTORIC ROYAL PALACES

# HISTORIC ROYAL PALACES CATERING OPPORTUNITY

SPACE TO STIR AND BE STIRRED

TOWER OF LONDON • HAMPTON COURT PALACE • BANQUETING HOUSE  
KENSINGTON PALACE • KEW PALACE • HILLSBOROUGH CASTLE AND GARDENS



# WHO ARE WE?



Historic Royal Palaces (HRP) is a registered charity, responsible for the care, conservation, and presentation of HM Tower of London (TOL), Hampton Court Palace (HCP), Kensington Palace State Apartments, (KP) the Banqueting House at Whitehall (BH), Kew Palace (KEW) and Hillsborough Castle and Gardens, (HCG) the official residence of HM The King in Northern Ireland and residence of the Secretary of State for Northern Ireland.

HRP is an independent charity, receiving no government funding and derives its income principally from admissions, retail, licensing, commercial events, sponsorship and support from donors and members.

HRP is a charity for everyone. We are committed to preserving and sharing the stories of our six magnificent palaces and making them accessible to all. Through partnerships, innovation, and storytelling, we strive to break down barriers, inspire curiosity and stir the spirit in people of all ages and backgrounds.

HRP operates a number of visitor catering outlets at Hampton Court Palace, HM Tower of London, Hillsborough Castle & Gardens and Kensington Palace on a concession basis.

With a newly launched strategy in April 2024 focusing on Historic Royal Palaces becoming a charity for everyone we are looking to align a future new catering partner to our new strategy as an important part of our visitor experience. We have three new strategic pillars:

**Reaching further** – Go where people are, remove every kind of barrier, work with partners to multiply connections.

**Meaning more** – Be current and relevant, make our stories relatable to everyone, helping people explore on their own terms.

**Acting for the future** – Making a positive impact on the planet, passing on better the things we look after, investing in and listening to young people.



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## CATERING TENDER OPPORTUNITY

HRP will be running a tender process to select and appoint a new catering provider(s). The tender process will be commencing in early November 2024, with the new contract due to start in October 2025. A high level timetable is set out below:

**TENDER STAGE**

- Supplier Questionnaire stage
- Shortlisting
- Invitation to Tender stage
- Supplier presentations
- Due diligence
- Contract award
- Contract commencement

**ANTICIPATED DATES**

- Early November - early December 2024
- December 2024
- Early January 2025 – early March 2025
- April 2025
- May 2025
- July 2025
- 1 October 2025

HRP has a number of priorities which are linked to our newly launched strategy.

We invite expressions of interest from suitably experienced suppliers.







# CATERING LOTS AVAILABLE

The contract will be divided into three lots and we intend to appoint one organisation to each lot. Contract period is five years with the option to extend for an additional two years. Tenderers may apply for one or more lots. The lots will be set up as follows:

## LOT ONE

Catering provision at

**Hampton Court Palace**

**HM Tower of London  
(excluding wharf vans)**

**Kensington Palace  
(excluding Orangery)**

**Hillsborough Castle and Gardens**

## LOT TWO

**Kensington Palace Orangery**

## LOT THREE

**Tower of London wharf vans and kiosk\***

\*May include vans at other HRP sites



# OUR SITES

## TOWER OF LONDON

The Tower of London is a 1,000-year-old castle on the banks of London's River Thames. It was a secure fortress, a royal palace and an infamous prison.

Today, William the Conqueror's distinctive White Tower stands as a powerful symbol of the nation. Inside its mighty walls you'll discover the spectacular Crown Jewels, be entertained by the legendary Yeoman Warders, and see wonderful displays of arms and armour. You'll also explore spaces where famous prisoners were kept, and discover the graffiti they left behind 500 years ago.

Watching over the Tower are its famous ravens. Legend says the kingdom will fall if they were ever to leave.





A close-up photograph of a hand lifting a glass cloche from a plated dessert. The dessert is served in a clear glass cup and consists of a red strawberry compote at the base, followed by a layer of yellow custard or cream, and a top layer of white cream garnished with fresh strawberries and green leaves. The entire dish sits on a white plate with a gold rim. The background is a dark, textured wooden surface.

## TOWER OF LONDON CATERING OPPORTUNITY

- **Total annual visits 2.7 million - 2023/24**
- **New Armouries indoor restaurant,**  
235 covers, annual turnover approx. £3m.
- **Raven kiosk outside café,**  
84 covers, annual turnover approx. £450k.
- **Jewel house kiosk café,**  
annual turnover approx. £200k.
- **Mobile ice cream carts around the site,**  
annual turnover approx. £500k.
- **Wharf kiosk / food vans\*,**  
outside of pay barrier, 117 outdoor covers,  
annual turnover approx. £1.3 million.

Please note figures stated are approximate and are no guarantee of future level of turnover



# HAMPTON COURT PALACE

Hampton Court Palace is the greatest and most authentic Tudor experience in the world. It was the home of Henry VIII, his wives and children, where their public dramas and private lives played out in the unique world of the Tudor court.

Admire Henry's Great Hall, spectacular State Rooms, and atmospheric corridors where Tudor ghosts are said to still wander. Then experience a second palace – a baroque masterpiece by Sir Christopher Wren built for William III and Mary II – for a fascinating glimpse of Stuart and Georgian privilege.

The 60 acres of palace grounds and gardens are equally stunning and include the world-famous maze and popular Magic Garden adventure playground.







## HAMPTON COURT PALACE CATERING OPPORTUNITY

- **Total annual visits 623,000 - 2023/24**
- **Tiltyard café and restaurant,**  
182 over indoor restaurant,  
256 outdoor covers,  
annual turnover approx. £1.4 million.
- **Privy Kitchen,**  
120 indoor cover café,  
annual turnover approx. £750k.
- **Wilderness ice cream kiosk and mobile carts,**  
annual turnover approx. £150k.
- **Magic garden outdoor kiosk,**  
annual turnover approx. £100k.

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# KENSINGTON PALACE

Kensington Palace is the birthplace of Queen Victoria and was home to young royals for over 300 years. Today, you can walk in the footsteps of royalty in the magnificent King's and Queen's State Apartments.

Discover the story of Princess Victoria, the young girl destined to be queen, in the rooms where she was born and raised, and learn about her great romance with Prince Albert.

Experience the palace as it became the centre of court life under George I and his charismatic wife Caroline who kept tigers in the gardens, now an intimate, tranquil and secluded oasis.







## KENSINGTON PALACE CATERING OPPORTUNITY

- **Total annual visits 463,000 - 2023/24**
- Kensington Palace café,  
72 cover indoor café, 120 outside,  
annual turnover approx. £1 million.
- The Orangery restaurant,  
140 cover indoor seated restaurant,  
46 outdoor covers,  
annual turnover approx. £2.8 million.
- Outdoor mobile ice cream cart,  
annual turnover approx. £150k.

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# HILLSBOROUGH CASTLE AND GARDENS

From grand family home to charming royal residence, Hillsborough Castle and Gardens has welcomed the world and witnessed pivotal chapters in British and Irish politics for over three centuries.

This is a splendid late Georgian 'Big House' with a fascinating history. Spectacular State Rooms include the majestic Throne Room and graceful Drawing Room, filled with impressive royal portraits and paintings by Old Masters such as Gainsborough and Van Dyck.

Outside, you'll discover 100 acres of beautiful gardens including the newly-restored 18th-century Walled Garden, the previously unseen Lost Garden, meandering waterways and picturesque glens.







# HILLSBOROUGH CASTLE AND GARDENS CATERING OPPORTUNITY

- **Total annual visits 94,000 - 2023/4**
- **Lower visitor center café,**  
163 indoor cover café, 100 outdoor covers,  
annual turnover approx. £600k.
- **Stableyard café,**  
60 cover indoor café, 40 outdoor covers,  
opens seasonally, annual turnover approx. £50k.
- **Further requirement to cater for both  
government and Royal events.**

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**TO FIND OUT MORE ABOUT THIS OPPORTUNITY**  
PLEASE CONTACT [PROCUREMENT@HRP.ORG.UK](mailto:PROCUREMENT@HRP.ORG.UK)