**May’s Tourism Matters: Latest Reopening News and Opportunities**

Dear Tourism Industry Colleague

This month we provide you with the latest information from the government confirming the next stage on the roadmap from Monday 17th May, there is the chance for you to join the Margate Town Deal People’s panel and take part in upcoming events - Kent Big Weekend, Heritage Open Days and English Tourism Week

If you know somebody who would like to read our e-news, please forward it on, or let them know they can register to receive it themselves on [www.visitthanet.co.uk/tourismmatters](http://www.visitthanet.co.uk/tourismmatters)

**Government Updates**

On Monday 12th May, the[**Prime Minister held a press briefing**](https://www.gov.uk/government/news/further-easing-of-covid-restrictions-confirmed-for-17-may)confirming England will move to Step 3 on Monday 17th May and outlined the measures that will change from this date. The Prime Minister said that subject to the impact of these relaxations on the data, we are on track to move to Step 4 on Monday 21st June.

**The** [**what you can and cannot do guidance**](https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do) **for England has been updated with measures that will change from Monday 17th May including:**

* **Gathering limits will be eased.** Outdoor gatherings will be limited to 30 people and indoor gatherings will be limited to 6 people or 2 households (each household can include a support bubble, if eligible).
* **Indoor entertainment and attractions will be permitted to open with COVID-secure measures in place** including cinemas, theatres, concert halls, bowling alleys, casinos, amusement arcades, museums and children’s indoor play areas.
* **People will be able to attend indoor and outdoor events,** including live performances, sporting events and business events. Attendance at these events will be capped according to venue type, and attendees should follow the COVID-secure measures set out by those venues.
  + If businesses are organising a performance event, they should read the [**performing arts guidance**](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/performing-arts)
* **Indoor hospitality venues such as restaurants, pubs, bars and cafes can reopen.**
* **Organised indoor sport will be able to take place for all** (this includes gym classes). This must be organised by a business, charity or public body and the organiser must take reasonable measures to reduce the risk of transmission.
* **All holiday accommodation will be open** (including hotels and B&Bs). This can be used by groups of up to 6 or 2 households (each household can include a support bubble, if eligible). Please see below for additional information released relating to accommodation
* **There will no longer be a legal restriction or permitted reason required to travel internationally.** There will be a traffic light system for international travel, and you must follow the[**rules when returning to England depending on whether you return from a red, amber or green list country**](https://www.gov.uk/guidance/red-amber-and-green-list-rules-for-entering-england)**.**
* New guidance on meeting friends and family will emphasise personal responsibility rather than government rules.

**Business operations at Accommodation**

* **All guest accommodation can open for leisure stays.** This includes hotels, hostels, B&Bs and other types of accommodation that rely on sharing facilities (including kitchens, sleeping areas, bathrooms and indoor communal areas such as lounges, sitting areas, and any lifts, staircases or internal corridors used to access the accommodation). More information on how to operate shared facilities is available in the [**section on changes to facilities and services.**](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation#sec-2-2)
* **Overnight stays in guest accommodation are restricted to groups of up to 6 people or 2 households/bubbles.** People should stay socially distanced from anyone they do not live with or share a bubble with.
* Where reasonably necessary, there is an exemption to the social contact limits for residential visits organised by schools, colleges, further education and higher education providers for educational or educational training purposes. See the [**full guidance for more information on educational bubbles.**](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation#sec-2-1) More information is also available in the guidance for [**schools**, **further education colleges and providers**](https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-further-education-provision) and [**higher education providers.**](https://www.gov.uk/government/publications/higher-education-reopening-buildings-and-campuses)
* Residential trips for out-of-school settings, such as youth groups and children’s extra-curricular clubs, should be restricted to groups of up to 6 people or 2 households/support or childcare bubbles, including supervising adults. More information is available in the [**guidance for out-of-school settings.**](https://www.gov.uk/government/publications/protective-measures-for-holiday-or-after-school-clubs-and-other-out-of-school-settings-for-children-during-the-coronavirus-covid-19-outbreak)
* **All guest accommodation can open permitted businesses and services on-site for access by guests and by the general public, including where the entrance is within the guest accommodation.** This includes indoor and outdoor sport facilities (such as swimming pools and gyms), spas and personal care facilities (such as hair, beauty, and massage services), and retail facilities. Saunas and steam rooms can reopen. Also check the guidance for [**sport facilities**](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/providers-of-grassroots-sport-and-gym-leisure-facilities), [**close contact services**](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services) and [**retail shops, stores and branches**](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/providers-of-grassroots-sport-and-gym-leisure-facilities) to ensure the relevant requirements are adhered to. See the [**section on hospitality**](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation#sec-2-3) in the hotel guidance and the [**guidance for restaurants, pubs, bars and takeaway services**](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery) for other relevant measures.
* Food and/or drink (including alcohol) can be provided through room service. Communal spaces such as lounges or lobbies may remain open to guests but no food or drink should be served in these spaces, people should not be encouraged to gather and social distancing should be observed.
* Indoor entertainment is permitted. This includes venues such as theatres, cinemas and concert halls, and performance/screening areas within the premises of another venue such as a pub, hotel or holiday park. More information on these measures is available in the sections on [**changes to operations**, **changes to facilities and services** and **hospitality**.](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation#sec-2-1)
* **For existing bookings**, if guests are not able to take a planned holiday due to coronavirus restrictions, accommodation providers should give guests a chance to cancel their bookings. If a booking is cancelled, either by the guest or the provider, accommodation providers are encouraged to offer alternative dates if this can be agreed with the customer. If this cannot be arranged, businesses are expected to provide a refund depending on the terms of the booking contract.

**Business meetings and events**

* Permitted venues (including guest accommodation) can hire out function and event spaces for essential work, education and training, where these events cannot reasonably be conducted remotely.
* Permitted venues (including guest accommodation) can host business meeting/event show-rounds, viewings and site visits for the purpose of viewing the venue for a future booking.
* Indoor and outdoor business events can take place. This includes conferences, trade shows, exhibitions, charity auctions, private dining events such as charity or gala dinners and awards ceremonies, and corporate hospitality. More information is available in the [**section on meetings and events**](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation#sec-2-4) and the [**guidance for visitor economy settings.**](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy)

**Thanet District Council**

**Margate Town Deal People’s Panel**

To anyone living or working in Margate, we need your help to ‘Make it Margate’!

As you may know, the town is set to benefit from up to £22m worth of funding as part of the Government’s Town Deal programme and Thanet District Council are looking to increase and refresh the People’s Panel membership to support the Board during the next phase of the town deal up until March 2022. To find out more information and apply, go to [www.margatetowndeal.co.uk](http://www.margatetowndeal.co.uk).



**Run your event safely**

If you're organising a public event this summer, it’s important to get expert advice to ensure you run a Covid-safe operation.

Thanet District Council has a safety advisory group which can help you by reviewing your plans and providing advice. You can email them for support via: [Events@thanet.gov.uk](mailto:Events@thanet.gov.uk).

There is also free guidance available from Kent County Council to help ensure we all enjoy summer safely:www.kent.gov.uk/social-care-and-health/health/protect-kent-and-medway/support-and-advice-for-businesses/running-your-event-safely



**VisitEngland - English Tourism Week**

VisitEngland’s **English Tourism Week** takes place between Saturday 22nd - Monday 31st May 2021, celebrating the diverse, exciting and vibrant sector, and showcasing the quality, range and value of English tourism to stakeholders. This year's slogan is "Here for Tourism".

Ways that you can get involved are

* Do you have a fascinating fact about your business e.g Shell Grotto decorated in 4.6 million shells
* Join #throwbackthursdays sharing photos and memories of your favourite holidays or pictures of your business in the past compared to now
* Highlight what you love about the area

To find out more, get involved #EnglishTourismWeek21 and download the toolkit head to VisitEngland’s website [www.visitbritain.org/english-tourism-week](http://www.visitbritain.org/english-tourism-week)

**2021 Kent Big Weekend**

Visit Kent’s Kent Big Weekend is back for 2021 bigger and better and running from 26th June until 23rd July.

Kent's tourist attractions, venues, restaurants, experiences and destinations are invited to be part of this popular annual campaign by offering free entry or a special experience for visitors.

The Big Weekend is all about giving Kent residents the chance to discover/rediscover the array of fantastic things to see and do on their doorstep, encouraging them to spread the word about their county and turning them into our best tourism ambassadors. This year the event is being extended to the residents of Essex and East Sussex, inviting them to come and explore our beautiful region too.

Are you a free-to-enter attraction wondering how you could get involved? This year, as part of the Kent Bigger Weekend campaign, Visit Kent will be promoting all free to enter attractions alongside all ticketed attractions.

**To take part you must register your business and upload your ticket allocation before Friday 28th May**

If your business has taken part in previous years, simply log in to your account, update your details and upload your ticket offers. If you're new to the Big Weekend, you'll need to register your business first.

Please contact [bigweekend@visitkent.co.uk](mailto:bigweekend@visitkent.co.uk) to check if your business participated previously or to inform Visit Kent if the business main contact has changed. If you have any queries, please get in touch with Visit Kent

**Log in and add tickets** [**www.kentbigweekend.co.uk/attraction-account/**](https://www.kentbigweekend.co.uk/attraction-account/)

**Register your business** [**www.kentbigweekend.co.uk/attraction-register**](https://www.kentbigweekend.co.uk/attraction-register)

**How to upload your offer** [**www.kentbigweekend.co.uk/media/1733/kent-big-weekend-admin-instructions.pdf**](https://www.kentbigweekend.co.uk/media/1733/kent-big-weekend-admin-instructions.pdf)

**FAQS** [**www.kentbigweekend.co.uk/frequently-asked-questions/**](https://www.kentbigweekend.co.uk/frequently-asked-questions/)

**Tourism and Visitor Service News**

**Visitor Information Reopening Hours**

The Thanet Visitor Information Centre, Margate will be open this weekend (15th & 16th May) 10am - 5pm before reopening for the season on Wednesday 19th May 10am - 5pm Wednesday - Sunday until further notice, with the addition of Bank Holiday Monday (31st May) 11am-4pm. Please do drop in to see the team, as we will be happy to make any reopening recommendations and help with business support.

Ramsgate Visitor Information at The Custom House reopens on Monday 17th May daily 10am-4pm until the end of September. Open Daily October to March 11am-3pm

**Visitors’ Map 2021/22 available for collection**

The map is aimed at visitors already in the area to show them, as much as possible, what there is to see and do here in the hope that they will stay longer, explore more of the area and return for a repeat visit - generating income into the local economy and your business.

With this in mind we would really appreciate you working with us to ensure you have supplies of the map, that they are visible and that you keep them topped up.

If you would like to pick-up a supply of the new maps, please ring the Visitor Information Centre team on 01843 577577 or email visitorinformation@thanet.gov.uk to make arrangements so that we can ensure we have a supply ready for you.

**Have you reopened or do you have a date to?**

If you haven’t already done so, please let us know if you have already reopened, or when you plan to do so, on [visitorinformation@thanet.gov.uk](mailto:visitorinformation@thanet.gov.uk) . This way we can ensure our website and the information we are giving to visitors is up-to-date. Thank you.

**Other News**

**Heritage Open Days - Registration Open**

Heritage Open Days is England’s largest cultural festival and it enables local people to showcase the stories and places they care about. Their website is full of inspiration for how you can get involved, including a ‘Tell your story’ leaflet and a ‘Get Started’ pack.

To find out more about the scheme and to register your interest, please visit the [Heritage Open Days website](https://www.heritageopendays.org.uk/organising/how-to-get-involved)

Heritage Open Days is back between Friday 10th - Sunday 19th September

**Federation of Small Businesses - free webinar**

**Tuesday 18th May - What is the true value of my business? 9am to 10am**

Whether you are looking to exit your business or simply planning for future growth, having a sound understanding of your company’s value is crucial to achieving your personal goals. Join for an interactive session with Q&As to help you understand the value of your business.

For further information and to register, [click here](https://www.fsb.org.uk/event-calendar/when-i-come-to-sell-my-business-does-it-have-value180521.html?utm_source=MAY9&utm_medium=Email&utm_campaign=WebinarAccEmail)

**Your News**

**NEW Murky Margate Tours - launching Saturday, 29 May**

Join Johanne on a guided walking tour uncovering historic murders and crime.

Tours take place at 4pm each Saturday and last approximately 90 minutes. The price is £10 per person with tickets pre-booked through Eventbrite. Private tours are available subject to availability. Facebook/Instagram [@murkymargate](https://www.facebook.com/MurkyMargate) , 07784 471110

**New Ramsgate Walk and Talk - launching Friday, 28 May**

Find out why the Isle of Thanet offers a unique window into the cultural heritage and history of south east England. Tours run Friday, Saturday, Sunday and Monday and cost £12 per person. Private, family and group tours are available. [Click here](https://www.eventbrite.com/e/ramsgate-walk-and-talk-tickets-154097330263?aff=ebdssbeac&keep_tld=1) to find out more and to book.

Congratulations to Eli and Heather Thompson from **Olbys Soul Café, Margate** who were announced ‘Kent Community Award Legends’ in the Taste of Kent Awards on Tuesday 11th May www.producedinkent.co.uk/news/taste-of-kent-awards-2021-winners-announced