**Tourism Matters: Beach Management Update and Heritage Open Day Final Call**

Dear Tourism Industry Colleague,

The school summer holidays are underway and the weather has definitely been keeping us all busy the last few weeks with both hot sunny days, rainy days and the occasional gusty winds. Fingers crossed that whatever the weather, our businesses are busy and there is lots of spend in the local economy and visitors going home planning a return trip. With return trips in mind, please ensure you have copies of our Visitors’ Maps on display to showcase what there is to see and do in the area.

In this issue we provide an update on attractions reopening and those increasing their opening times. There is a final call for registration for Heritage Open Days and an update on the council’s Beach Management Plan. Plus, the amazing Thanet Coast Project celebrates 20 years.

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](https://2uz0w.r.a.d.sendibm1.com/mk/cl/f/DekBBfZP3LAIZ-s6vUtRdj2N3K0y9mOgkDSXrPdjnBptAw5_g3qnkpbc3nY0Ti7O4OJDZheJXea8dAs-1I8cMWmZwuNL1uBECjUAjae1COLO5BSBu9Amwl-_FnLMN4y4Ur9vuZWt93hNbyCaQXcpvu1RN_aPF4EFqDhJHOu37zzAckDlc36sUzskHOsqmg)

**Government Updates**

**Advice on NHS Test & Trace COVID-19 compliance checks in hotels and other guest accommodation**

The government has launched a service to carry out COVID-19 compliance checks on individuals who have a duty to quarantine following international travel from amber-list countries.

**Accommodation providers should take all reasonable steps to encourage guests to adhere to government restrictions, including informing guests of quarantine restrictions when taking bookings.**

**It is also good practice for accommodation providers to ensure guests are aware of their legal obligations to quarantine and that they may receive a compliance check during their stay if they are quarantining.** However, it is not your responsibility to check guests’ test results or enforce quarantine rules; enforcement of the law remains a matter for the police.

Guests may receive a visit from Mitie staff on behalf of Test and Trace, who are conducting COVID compliance checks to ensure individuals who have returned from amber-list countries are quarantining at the address provided on their passenger locator form. **To assist Test and Trace staff in confirming compliance of the individuals, accommodation providers should take reasonable and appropriate steps to facilitate Mitie’s visits to their customers, whilst ensuring that guests’ data is only shared with Mitie in compliance with existing data protection legislation.**

If NHS Test and Trace staff suspect that a guest is not quarantining, the case may be referred to police, who may conduct another visit, and could potentially issue the individual with a fine of up to £10,000.

* Further guidance on the compliance checks service and what to expect can be found here: [**Self-isolation compliance checks after international travel**](https://www.gov.uk/guidance/self-isolation-compliance-checks-after-international-trave)
* Further guidance for hotels and other guest accommodation to work safely during COVID-19 can be found here: [**Hotels and other guest accommodation - Working safely during coronavirus (COVID-19) - Guidance**](https://www.gov.uk/guidance/working-safely-during-covid-19/hotels-and-guest-accommodation)
* Or for further details for guests who are quarantining after travelling from an amber-list country: [**Quarantine and testing if you've been in an amber list country**](https://www.gov.uk/guidance/how-to-quarantine-when-you-arrive-in-england)

**Tourism and Visitor Services News**

**Visitors’ Map**

Have you got copies of our Visitors’ Map on display? If not and you would like copies, or if you need a further supply, please contact us on visitorinformation@thanet.gov.uk and we can arrange for these to be available for collection from Droit House, Margate, the information point at Lillyput Mini Golf in Broadstairs, or The Custom House in Ramsgate.

**Attraction Opening Update**

With the recent lifting of COVID-19 restrictions, we have welcomed news of more attractions reopening and some who have extending their opening hours

* On Saturday 31st July **Margate Museum** and the **Tudor House** will reopen to the public 11am -3pm at weekends
* Margate’s **Shell Grotto** and **Margate Caves** are now open daily 10am - 5pm with pre-booking still in place
* The **Open Top Bus** will be running weekends only until Sunday 5th September
* **Monkton Nature Reserve** is open Tuesday, Thursday and weekends 10.30am-2.30pm during the summer holidays

**Broadstairs Information Kiosk** is now open daily 10am - 4pm until Sunday 12th September, when it will then operate as follows

* w/c Monday 13th September open Friday - Monday (Closed Tuesday - Thursday)
* w/c Monday 27th September open weekends only until Sunday 24th October
* Open daily from Monday 25th to Sunday 31st October for half term and then closed until 2022.

**Thanet District Council**

**Enhancements made to strengthen Council’s beach management plan**

Thanet District Council and its multi-agency partners continue to work around the clock to keep the beaches and towns across Thanet clean and safe. High season plans to ensure people respect, protect and enjoy our coastline were in place three months earlier than usual this year.

With lots of people opting for a staycation, extra pressure on public resources will continue. As such, the council has introduced several new initiatives for the summer holidays, which are in addition to the resources already in place since Easter. These include more bins, cleansing staff and security.

* **Respect**

**New litter initiatives include:**

* Flags at access points to our main beaches to draw people’s attention to the litter bins.
* 300 'The bin's over there' banners installed across the district, including on our coastline, in a partnership with chewing gum manufacturer, Mars Wrigley.
* 42 recycling bins in place at all our Blue Flag beaches.
* 10 new litter picking stations which provide people with free recycled plastic bags installed at entrances to several of our popular beaches.
* 15 additional dog waste bag dispenser stations with free biodegradable bags for people to pick up after their dogs. This brings us to a total of 65 litter/dog stations across the district.\*(These are in addition to existing litter picking stations installed in Margate which we launched with Rise.Up.Clean.Up, earlier in the year.)
* Cigarette butt pouches (with the Respect Protect Enjoy logo) available from [education@thanet.gov.uk](mailto:education@thanet.gov.uk) for local food and drink outlets to stock.
* Respect Protect Enjoy merchandise (T-shirts, cigarette pouches, high-vis jackets) reinforcing the message to be worn by all coastal and enforcement teams. These are on sale at the Visitor Information Centre in Margate to help fund other community litter initiatives.
* Support for a new art installation at Margate Train Station led by community litter picking group, Rise.Up.Clean.Up Margate.
* **Protect**

**Environmental Enforcement Team:**

More resources this year than in any previous years, which includes three dedicated officers enforcing around the coast and eight coastal security wardens supporting them.

Dedicated Enforcement patrol officers tasked with focussing on several hotspots along our coast, at peak times of the day. Security patrols will also support Civil Enforcement Officers at roads surrounding hotspot locations, such as Botany Bay.

**Beach Check UK app**

Thanet is the only coastal resort in Kent to sign up to the new [Beach Check UK app](https://www.visitthanet.co.uk/see-and-do/our-coast/beaches-bays/) which enables users to check the status of a beach before they arrive in order to avoid congested bays and to encourage them to discover nearby alternatives that are quieter and less crowded.

**New meeting point flags**

Coloured flags to create clear meeting points visible for lost children.

**7 days a week medical presence throughout the summer (Margate)**

Seven day week medical presence led by NHS/South East Coast Ambulance Service at Margate Main Sands throughout the summer. This service is designed to reduce the volume of people attending Margate’s urgent care/A&E. On-site staff will manage and treat minor injuries and, where appropriate, make referrals to other parts of Kent depending on where the person is from and the nature of the problem.

**Parking Enforcement**

* Increased presence of Civil Enforcement Officers patrolling on foot, especially in the Kingsgate/Broadstairs area.

- Static signage to direct visitors to some of the beaches which have more space and available parking when needed. One of these says ‘No Parking at Botany Bay’.

- The Parking team will issue over 100 Penalty Charge Notices (PCNs) for parking offences on any busy sunny day during the summer.

* **Enjoy**

- The Viking Bay lift has been repaired and is now open for the public to use 10am-6pm

- A new concessionaire at Westbrook Bay has been awarded a licence from the council and is open until the end of the season.

- Thanet Coast Project has a series of [events throughout the summer](http://www.thanetcoast.org.uk/whats-on/2021-events-and-activities/) to raise awareness and inspire people about protecting marine life and our oceans

- Visit Thanet has details of a number of events taking place over the summer, including ones on our 16 beaches (5 Blue flags and 5 Seaside awards).

**20th Anniversary of Thanet Coast Project**

This year sees the Thanet Coast Project celebrate its 20th anniversary. The project aims to raise awareness of our unique coastline and the marine and bird life associated with it in a way that is fun and accessible for everyone. Since launching the project has

* Run over 400 public educational events, involving over 20,000 participants
* Through community events, activities and public exhibitions, engaged with over 100,000 people
* Trained over 150 volunteer Coastal Wardens

A series of events including the popular ‘Seashore Safaris’ are back for the summer along with walking talks and Great British Beach Cleans.

To find out more about the Thanet Coast Project and book onto an event visit [www.thanetcoast.org.uk](http://www.thanetcoast.org.uk)

**Other News**

**Heritage Open Days - last chance to register**

Registration for Heritage Open Days 2021 closes on Sunday 1st August. You can find details of the scheme and how to register at [www.heritageopendays.org.uk](http://www.heritageopendays.org.uk). This year Heritage Open Days runs from Friday 10th to Sunday 19th September.

The Ramsgate Society will be publicising the scheme across the whole of Thanet, including an 8-page leaflet listing local events and venues similar to that produced in previous years. If you will be participating and would like to be included, but have not already been in touch, then please contact Richard at The Ramsgate Society as soon as possible on 07929 142674 or email ramsgatehod@gmail.com

**Food & Drink Start-ups Support**

[The Kent Foundation](https://www.kentfoundation.org/) and [Produced in Kent](https://www.producedinkent.co.uk), have announced their strategic partnership - providing business support activities that benefit young entrepreneurs in the local food and drink sector in Kent. Please note this is only open to Produced in Kent (PinK) members and Kent Foundation trainees. Start-ups that wish to become a PINK member can do so against a 50% discount by contacting info@producedinkent.co.uk

A four-session training series will be run at the end of September focused on financial planning. The sessions are aimed at start-ups and small businesses.

For more information on the financial planning training sessions please contact Produced in Kent on info@producedinkent.co.uk or 01732 853170. [Read the full press release here](https://www.producedinkent.co.uk/news/kent-foundation-and-produced-in-kent-form-strategic-partnership-to-support-food-drink-start-ups)