**September’s Tourism Matters: Accommodation Consultation, Year of the Coast 2023 and Heritage Open Days**

Dear Tourism Colleague

Welcome to September’s Tourism Matters and can you believe that the next bank holiday will be Christmas?! (Oh no it isn’t, we hear you cry). We hope that everyone has had a successful summer.

In this issue we bring you a reminder of the government's consultation on the holiday letting market, a new service from the Thanet Visitor Information Centre, a call out for information and details of attractions participating in Heritage Open Days.

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)

**Tourism and Visitor Services News**

**Summer Holidays - How was business?**

We would like to hear how business was for you over the summer period. We had good weather, which saw a lot of people travelling to the coast to enjoy our wonderful beaches and bays but did they explore the attractions, hospitality venues or book a stay with you? We know that the cost of living is on everyone's minds at the moment - was this mentioned?

We will be developing a survey to send out shortly to get more feedback but would welcome any topline feedback to [tourism@thanet.gov.uk](mailto:tourism@thanet.gov.uk)

**Heritage Open Days Friday 9 - Sunday 18 September**

Back for 2022 with a theme of ‘Astounding Inventions’, Heritage Open Days is your chance to visit and participate in activities at over 20 of Thanet’s hidden gems for FREE including Monkton Nature Reserve, Cliftonville Cultural Space The Shul, Palace Cinema and This Museum in Not Obsolete.

Find out more about these and other Thanet venues taking part at [www.visitthanet.co.uk/heritageopendays](http://www.visitthanet.co.uk/heritageopendays) or pick up a leaflet at Visitor Information Centres or participating venues.

**Autumn Opening Hours**

The **Thanet Visitor Information Centre** at Droit House in Margate is now on autumn opening hours Wednesday - Sunday 10am - 5pm. In addition to these opening times, the centre will be open 7 days a week for October half term.

**Broadstairs Information Kiosk** from Monday 12 September will change to opening Friday - Monday 10am - 4pm until the end of the month and then weekends and half term until the end of October. For full details visit the kiosk website www.broadstairsinfokiosk.co.uk

**Ramsgate Information Centre** at The Custom House is open until the end of September Monday - Saturday 10am - 4pm and from October Monday to Saturday 11am - 3pm.

**Left Luggage Service**

We are pleased to announce that the Thanet Visitor Information Centre at Droit House, Margate has introduced a Left Luggage service. This is in response to recent enquiries from visitors looking to use this facility.

The service is charged at £5 per bag per day and is on a first come, first served basis, dependent on capacity. However you are welcome to contact the team to check availability.

We have posters and postcards available to promote the service and a direct mail has already gone out to accommodation providers. If you would like a poster or postcards to promote this in your business, please send an email to [visitorinformation@thanet.gov.uk](mailto:visitorinformation@thanet.gov.uk) and we will share them with you.

**Halloween, Fireworks and Half Term Events**

Are you planning an event for Halloween, preparing/having a firework display or doing something for half term? We would like to know for media enquiries, sharing on social media, answering visitor enquiries and updating website content. Please send details to [visitorinformation@thanet.gov.uk](mailto:visitorinformation@thanet.gov.uk) **-** include theevent name, date and time, location, price if relevant, description of what it is about/involves and how to find out more.

**2023 What’s New and Anniversaries**

If you have anything new of touristic appeal planned for 2023, or if your venue or event is celebrating a key anniversary, please let us know. This information will be sent to national and regional tourism bodies, plus be used in our PR activities. It will also appear on our website and in social media posts where relevant. Please send information, an image and link for further information to [julie.edwards@thanet.gov.uk](mailto:julie.edwards@thanet.gov.uk)

**Government Update**

**Tourism Accommodation Registration Scheme in England**

There are just a few weeks **(deadline Wednesday 21 September)** left to respond to the government's consultation calling for evidence on the holiday letting market

Last year’s Tourism Recovery Plan sets out how the UK government will support a swift recovery from the pandemic and help the tourism industry move toward a more accessible, innovative, resilient and sustainable model.

In the Tourism Recovery Plan, it sets out an intention to consider a Tourist Accommodation Registration Scheme in England by the government.

The primary purpose of the consultation is two-fold:

1. To enable the Department for Culture, Media and Sport (DCMS) to better understand the benefits and challenges of the increase in short-term and holiday letting in England, focusing on the size and shape of the market; the application, awareness and enforcement of regulations regarding the health and safety of customers; and on the impact on the housing market and local communities.
2. To gather initial evidence on the potential impact of a range of possible policy responses in order to consider whether there are options that DCMS should pursue through a further consultation.

The Call for Evidence consists of 12 questions, [please see the following link](https://www.gov.uk/government/consultations/developing-a-tourist-accommodation-registration-scheme-in-england/developing-a-tourist-accommodation-registration-scheme-in-england-call-for-evidence#annexb)

Thanet District Council will be responding to the consultation and encourages businesses and individuals to respond directly with evidence via the link above.

**Visit Britain /VisitEngland**

**Rules Changing for Carbon Monoxide Alarms**

All properties with fuel burning appliances will have to have a carbon monoxide alarm fitted from Saturday 1 October 2022.

The law applies to all rented homes where there is a fixed combustion appliance, other than a gas cooker. Landlords face a potential £5,000 penalty for non-compliance. [To read more about this please, click here](https://www.coalarmssavelives.com/the-new-rules)

**BBQs and Gas Safety Legislation**

Businesses have a duty under law to make sure that any gas appliance is safe, including BBQs.

Visit Britain’s latest legislative update looks at the law in relation to [Gas Safe certification for gas BBQs and how to mitigate your risk](http://www.visitbritain.org/business-advice/latest-regulatory-updates).

#### **#Look Closer**

#### Being aware of Child Protection is an important focus for all customer-facing businesses, however knowing how to spot the signs of exploitation is not easy.

#### 

#### VisitEngland is working with the Children’s Society which has a range of resources under its #LookCloser campaign, offering posters, leaflets and further information. [Check it out her](https://englandscoast.us7.list-manage.com/track/click?u=29f6a1d0595ce1b723215a114&id=6688b271b9&e=ac15f2fc4a)e

#### 

#### #LookCloser To Spot Exploitation information on [The Children's Society](https://englandscoast.us7.list-manage.com/track/click?u=29f6a1d0595ce1b723215a114&id=a34d731a4e&e=ac15f2fc4a)

#### The Children’s Society can also support with webinars and more insight if this is needed

**Annual Survey of Visits to Visitor Attractions in England 2021 Results Published**

VisitEngland this week have published their annual survey results of Visits to Visitor Attractions in England 2021. The report lists the top 20 paid and free attractions in England alongside regional lists. [The report can be read on the VisitEngland website](https://www.visitbritain.org/visitengland-annual-survey-2021-highlights-impact-visitor-attractions)

**National Coastal Tourism Academy (NCTA)**

**Year of the Coast 2023 – be part of it!**

Year of the Coast 2023 is a new awareness campaign showcasing the very best of our assets to inspire more visitors to love, visit and protect our coastline.

If you operate a visitor-facing business this is for you! NCTA would like to promote all the events, experiences and holiday opportunities year-round to raise awareness of issues that impact coastal communities and businesses, and to highlight new developments and products.

To get involved, download the [Year of the Coast Toolkit HERE](https://coastaltourismacademy.co.uk/resource-hub/resource/year-of-the-coast-2023). Include the logos in your planned activities - your website, social messaging, newsletters and blogs to amplify your Marketing.

Next year will see the completion of vast stretches of the England Coast Path, this offers a

once-in-a-lifetime opportunity for coastal tourism businesses to attract a new audience.

So, join Year of the Coast 2023 and let’s make it the biggest celebration of the coast ever!

Please can we ask that if you supply information to NCTA, that you also include Thanet Tourism [tourism@thanet.gov.uk](mailto:tourism@thanet.gov.uk) so that we are aware, for inclusion in our own activity.

**Thanet District Council**

**Granville Theatre Update**

Thanet District Council has taken forward five of the nine bids received for the Granville Theatre to the next stage of the selection process. Once this process is completed, more information will be shared about the exciting project that is selected to bring the Granville Theatre back into use for community events and the performing arts. You can read more in the council’s [newsroom](https://www.thanet.gov.uk/31185-2/)

**Winter Gardens Update**

Management of the Winter Gardens in Margate has now returned to the council and bookings have been suspended temporarily while an in-depth appraisal takes place. Temporary security screening has been installed on the building to protect and preserve the building during this phase. Further details on this can be found in our [Newsroom](https://www.thanet.gov.uk/update-on-the-winter-gardens-2/).

**Rise Up Residency**

The [Rise Up Residency](https://www.riseupcleanup.co.uk/residency) comes to Margate during Great Big Green Week (24 September - 2 October). Seventeen local and international artists will be painting murals, across Margate, with an environmental focus to raise awareness of ocean conservation and the issues caused by plastic in and around our coastline.

There will be a series of free art workshops for residents, and opportunities to volunteer. Register [here](https://docs.google.com/forms/d/e/1FAIpQLSewlJcU0ogYnJhSce_rf2pAtUnGGcTLEFBrNW5809034Xwrbg/viewform) if you are interested in taking part.

**Rotary Club Recycling Bins**

Council operatives recently emptied the 12 recycling stations that were installed this summer on our main beach promenades, and the results were astonishing. Three tonnes of plastic, glass and metal waste were sent to be recycled instead of going to landfill, or ending up in our seas.

A huge thank you to Rotary Clubs in Thanet who led the project, to Southern Water who funded it and to everyone who has used the bins so far.

We’re thrilled to announce that we have purchased 20 extra recycling bins for our high streets and town centres!

**The Creative Land Trust - Job Opportunity**

The Creative Land Trust is a Margate Town Deal project, focussing on helping the creative industries to flourish, boosting jobs and opportunities for businesses. The Margate Creative Land Trust is now looking for an Interim Director to help to set up the organisation and recruit to the permanent Director role.

Find out more about the Margate Creative Land trust on the [Thanet District Council website](https://www.thanet.gov.uk/new-charity-status-allows-margate-creative-land-trust-to-flourish/) and more about the role and how to apply on the [Trust's website](https://margatecreativelandtrust.org/opportunities/interim-director-position/)

**Net Zero Draft Strategy**

In response to the Climate Emergency, Thanet District Council has written a draft strategy, to outline how it will reduce the council’s core carbon footprint to Net Zero by 2030, with a focus on reducing greenhouse gas emissions. This strategy was reviewed by the Overview and Scrutiny Panel on 30 August. If approved by the Cabinet in September, we will start a programme of public engagement. [You can read the draft strategy here](https://democracy.thanet.gov.uk/documents/b18174/Supplementary%20Agenda%2030th-Aug-2022%2019.00%20Overview%20Scrutiny%20Panel.pdf?T=9)

There will be more focus on the environment in next month’s newsletter, with features on Green Tourism and initiatives to help your business. Don't forget to check out our [Green Toolkit](http://www.visitthanetbusiness.co.uk/green-tourism/green-tourism-toolkit/) for support and advice on how you can reduce your business’s carbon footprint

Low Carbon Across the South East (LoCASE) Grants

Low Carbon Kent are the sustainable business team at Kent County Council and deliver a range of projects, initiatives and activity to support Kent businesses grow. The LoCASE programme is supported by the European Regional Development Fund to provide a free business support programme in the South East. The project provides grants of up to £10,000 to help businesses become more competitive and profitable while protecting the environment and encouraging low carbon solutions. [Find out more on their website](https://locase.co.uk/)

**Tracey Emin: Honorary Freewoman of Margate**

Tracey Emin was recently given the title of Honorary Freewoman of Margate by the Margate Charter Trustees in recognition of her international acclaim as an artist and her investment in the cultural and physical environment of Margate.

Photo credit: Frank Leppard Photography

**Other News**

**Federation of Small Businesses (FSB)**

FSB’s BIG networking event is back on Friday 16 September, 10am to 11:30am. This is a free event providing the opportunity to network with fellow SMEs in small breakout rooms and be in with a chance to pitch your business to hundreds of business owners. There is also the opportunity to win a luxury hamper if your virtual background stands out from the crowd!!

Guest speakers include Harpreet Kaur, BBC The Apprentice 2022 winner and owner of Oh So Yum and Abdul Shiil, FSB Young Entrepreneur of the Year 2022 and Co-founder of Shan Cares.

[Click here](https://www.fsb.org.uk/event-calendar/big-networking-for-small-businesses-16sep22.html?utm_campaign=1010782_BIG%20Networking%20-%20Autumn%20-%20Account%20Holders%20-%20AUG32&utm_medium=email&utm_source=National%20Federation%20of%20Self%20Employed%20%26%20Small%20Businesses%20Limited) for further information and to book a place.

Friday 16 September, 2pm - 3pm - **Let’s grow business together**

For further information and to register [click here](https://www.fsb.org.uk/event-calendar/let-s-grow-business-together-lgbt-led-business-networking-event-16sep22.html?utm_source=AUG20&utm_medium=Email&utm_campaign=WebAccs)

Monday 19 September, 11am - 12pm - **Neurodiversity - Making your difference your strength**

For further information and to register [click here](https://www.fsb.org.uk/event-calendar/neurodiversity-making-your-difference-your-strength19sept22.html?utm_source=AUG20&utm_medium=Email&utm_campaign=WebAccs)

Tuesday 20 September, 9:30am - 10.30am - **Podcasting for beginners**

For further information and to register [click here](https://www.fsb.org.uk/event-calendar/podcasting-for-beginners-20sep2022.html?utm_campaign=1031747_Webinars%20-%20Account%20Holders%20-%20SEP3&utm_medium=email&utm_source=National%20Federation%20of%20Self%20Employed%20%26%20Small%20Businesses%20Limited)

Wednesday 28 September, 12.30pm-1.30pm - **Grow your small business with instagram**

For further information and to register [click here](https://www.fsb.org.uk/event-calendar/grow-your-small-business-with-instagram.html?utm_campaign=1031747_Webinars%20-%20Account%20Holders%20-%20SEP3&utm_medium=email&utm_source=National%20Federation%20of%20Self%20Employed%20%26%20Small%20Businesses%20Limited)

**Your News**

Welcome to the team at [**Fort Road Hotel**](https://fortroadhotel.com/) that has recently opened after four years of renovation. The hotel offers 14 bedrooms, restaurant and bar.

A massive well done and congratulations to Peter Shaw, Caretaker and Museum Manager and his wonderful team of volunteers at **Dicken House Museum**, Broadstairs for a successful summer so far, and reaching 5,000 visitors.

