**DUE TO BE SENT THURSDAY 13TH - SIGN OFF WEDNESDAY 12TH LUNCHTIME**

**October’s Tourism Matters: Cool News, Grants available, Project Updates and Anniversaries**

Dear Tourism Industry Colleague

Autumn has definitely arrived with the change in temperature, the nights getting darker earlier and talk of Halloween, Bonfire Night and Christmas. Don’t forget to change the clocks at the end of the month!

In this issue we ask for assistance with surveys from the National Tourism Academy, information for content call outs, details of Net Zero Audits and grants available, updates on Thanet District Council projects and wish happy birthday to a number of our businesses.

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**

**Cliftonville number 8 in Time Out’s Coolest Neighbourhoods in the World**

As you may have seen on Tuesday, Cliftonville has been named number eight, as one of the Coolest Neighbourhoods in the World to visit right now by Time Out.

It is the first time in the five years that Time Out’s Coolest Neighbourhoods in the World list has been compiled that an area of Kent has featured on it. Cliftonville, at number eight is the highest ranking UK destination.

James Manning, Travel Editor, Time Out, says that the area may see more visitors after featuring; *“Margate’s resurgence has been attracting attention from day-trippers and weekend breakers over the last few years. But you need to head out to the east from the main promenade and discover Cliftonville. From the tunnels of the Shell Grotto to Walpole Bay tidal pool and the cafés and bars of Northdown Road, it’s worth a visit in its own right thanks to its offbeat attractions and community ethos. When we travel, we don’t want homogenised experiences – we want to get stuck into local life, and Cliftonville is perfect for that. It deserves to be on the map for travellers – both from across the UK and further afield.’*

[To read the full article head to the Time Out website](http://www.timeout.com/coolest-neighbourhoods-in-the-world)

**Visitor Information opening hours**

The **Thanet Visitor Information Centre** at Droit House, Margate will be open 10am-5pm, 7 days a week during half term, Monday 24-Sunday 30 October, in addition to normal autumn hours of Wednesday-Sunday 10am-5pm.

**Broadstairs Information Kiosk** is open at weekends during October and daily during half term before closing for the season. For full details visit the kiosk website [www.broadstairsinfokiosk.co.uk](http://www.broadstairsinfokiosk.co.uk)

**Ramsgate Information Centre** at The Custom House is now open Monday-Saturday 11am-3pm.

**Visitors’ Map for half term**

With just a few weeks to go until the October half term, we want to ensure that as many of our tourism, leisure and hospitality businesses as possible have got copies of our Visitors’ Map, for your guests and visitors.

If you would like to pick-up a supply of the map, 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.

**National Coastal Tourism Academy survey**

We would appreciate as many businesses as possible spending a little bit of time completing the [National Coastal Tourism Academy Survey](https://www.surveymonkey.co.uk/r/NCTA_Thanet) by **Sunday 16 October.**

Any information you provide is kept strictly confidential and if we achieve a large enough sample size, we receive a general report for Thanet (no individual business information is shown). This information helps us to see how Thanet compares to the national figures. It is used to update members, to understand the challenges that businesses are facing, and to help us put in place the support that is needed for recovery.

Results of past waves of the survey can be found at <https://coastaltourismacademy.co.uk/resource-hub>

Thank you to everyone who has already completed the survey, the information you provide is extremely valuable.

**Content call out**

Over the coming months we will be developing and promoting a number of themes across our website and social media. We would welcome your input and your help in liking and sharing our social media content with your followers:

* A coast for all seasons
* Green and sustainable tourism
* Lonely Planet recognition
* Free, low cost and budget ideas
* Film tourism - Empire of Light
* Local producers, shopping and support

If you have any suggestions, relevant to these themes, that you would like to put forward for consideration or proposals for things to include, please let us know at [tourism@thanet.gov.uk](mailto:tourism@thanet.gov.uk)

**Winter Special Offers**

We are aware that some of our local tourism businesses have offers running over the winter months. As we always aim to promote the season year-round, support our businesses where possible and provide added value to visitors, we will be looking at ways we can help promote these. If you are thinking of running any promotions over the winter, e.g. a set menu, reduced admission price, overnight package etc, please let us know at [visitorinformation@thanet.gov.uk](mailto:visitorinformation@thanet.gov.uk). This is also useful info for our VIC team.

**It's beginning to look a lot like Christmas**

With less than 90 days to go until Christmas, we are gathering together details of events in the area for our dedicated website page, social media, press and visitor enquiries. If you have an event please let us know at [tourism@thanet.gov.uk](mailto:tourism@thanet.gov.uk) , and include the name, date, time, contact details, description of the event and what it includes, admission cost (if relevant) and an image.

We will be updating our ‘[Christmas gifts with a difference](http://www.visitthanet.co.uk/visit-thanet-blog/gifts-with-a-difference/)’ blog and would welcome details of any offers that we can include. The information will also be submitted to Visit Kent’s ‘Christmas Gift a break or experience’ content call out.

**Have you seen our recent blogs?**

Our blogs are a great source of ideas to share with your guests and on social media - please feel free to reshare them on your channels to inspire future visits.

If you would like to contribute a guest blog to appear on [www.visitthanet.co.uk](http://www.visitthanet.co.uk) and promoted through our social media channels, please let us know on tourism@thanet.gov.uk

**Green Tourism updates**

As mentioned in September’s Tourism Matters, don't forget to check out the [Green Tourism](https://www.visitthanetbusiness.co.uk/green-tourism) section of our Visit Thanet Business website. You will find a Green Tourism Toolkit, local case studies and initiatives, resources for funding and advice plus details of training courses.

Please keep us up to date with any new green or sustainable elements that you introduce to your business.

We have a page for visitors on our consumer website dedicated to green and sustainable tourism: [www.visitthanet.co.uk/greenthanet](http://www.visitthanet.co.uk/greenthanet)

**Net Zero Audits and available grants**

Play your part in the movement to reverse climate change. Identify areas where you can reduce your business’ carbon emissions with a free 1.5 hour Net Zero Audit. Sign up and you could be in with a chance of qualifying for an exclusive £10,000 grant.

Thanks to funding from the UK Government, the Kent Invicta Chamber of Commerce is offering small and medium-sized businesses in Kent and Medway the opportunity to meet with their Decarbonisation Advisor.

Thanet businesses can apply for a **grant of up to £10,000** to help you implement the recommendations made in your audit.

To find out more about an audit and apply for a grant, visit the [Kent and Medway Growth Hub](https://www.kentandmedwaygrowthhub.org.uk/net_zero_audits/)

**Thanet District Council Net Zero Strategy and Surveys**

As mentioned in September’s Tourism Matters, Thanet District Council has developed a Net Zero Strategy in response to the Climate Emergency.

We are now asking business owners and residents to tell us what they think about the strategy and how we can improve via an online survey open until 11 November 2022: [www.thanet.gov.uk/netzero.](http://www.thanet.gov.uk/netzero)

There are two versions - one which takes just five minutes and a longer one which takes around 15 minutes. We can only tackle climate change together and we really appreciate your feedback.

**Government Update**

**Energy Bill Relief Scheme**

New support for households, businesses and public sector organisations facing rising energy bills was unveiled by Business Secretary Jacob Rees-Mogg on Wednesday 21 September. The scheme supports growth, preventing unnecessary insolvencies and protecting jobs. [Read more about the announcement here](https://www.gov.uk/government/news/government-outlines-plans-to-help-cut-energy-bills-for-businesses)

**Visit Kent Update**

**Accessible Kent E-Learning**

In partnership with AccessAble, Visit Kent provides FREE online disability equality training, to help businesses provide a great service to disabled people and carers.

The module is open to everyone, takes just 45 minutes to complete, and covers the following topics;

* What do we mean by disability?
* Disability equality and the law
* Types of impairments
* Providing a greater service to everyone
* Language

To find out more and complete the training, [please click here](https://www.visitkentbusiness.co.uk/get-involved/accessible-kent/accessible-kent-e-learning-page/)

**Visit Kent’s Business Barometer**

Visit Kent is actively working to increase the sample of businesses that contribute to their monthly business barometer. Any businesses who don’t currently take part are encouraged to sign-up. The barometer is a valuable and timely benchmarking tool for tourism organisations.

To find out more and to sign up, head to the [Visit Kent Business website](https://www.visitkentbusiness.co.uk/insights-and-resources/business-barometer/).

**Thanet District Council**

**Totally Locally back for October**

Businesses across the district are taking part in ‘Fiver Fest’ which runs until Saturday 22 October. The campaign aims to encourage people to continue to support their high streets and boost local spending.

To find out more, please visit the town Facebook pages:

* [Birchington-On-Sea](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fthanet.us11.list-manage.com%2Ftrack%2Fclick%3Fu%3Dab28309033e381a95b7d8ecb7%26id%3D3252632bf2%26e%3D16946afb53&data=05%7C01%7C%7Cddd34163296a410a065208daa2fc450f%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C638001501665325358%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=0GSLZ1EF%2FAtoRnt5mPAmdqFhskoSnbzWo08vcHndzFY%3D&reserved=0)
* [Westgate-On-Sea](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fthanet.us11.list-manage.com%2Ftrack%2Fclick%3Fu%3Dab28309033e381a95b7d8ecb7%26id%3Dfddb5474fa%26e%3D16946afb53&data=05%7C01%7C%7Cddd34163296a410a065208daa2fc450f%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C638001501665325358%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=EFaozK3VcRTOhEwWmRRX7tj1FVATxCdz4MN0Qmzsitk%3D&reserved=0)
* [Margate](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fthanet.us11.list-manage.com%2Ftrack%2Fclick%3Fu%3Dab28309033e381a95b7d8ecb7%26id%3Dd0755641fa%26e%3D16946afb53&data=05%7C01%7C%7Cddd34163296a410a065208daa2fc450f%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C638001501665169127%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=3sxPJfi9lx0DXS7%2FNOAvY8evp4Mo4ax1qlYvStP2gJM%3D&reserved=0)
* [Broadstairs & St Peters](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fthanet.us11.list-manage.com%2Ftrack%2Fclick%3Fu%3Dab28309033e381a95b7d8ecb7%26id%3D556ed2a3ee%26e%3D16946afb53&data=05%7C01%7C%7Cddd34163296a410a065208daa2fc450f%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C638001501665325358%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=BKKcUEEToWp2DNP%2FF6J084CU%2FrJEoAeBjWvsJLJ6XZc%3D&reserved=0)
* [Ramsgate](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fthanet.us11.list-manage.com%2Ftrack%2Fclick%3Fu%3Dab28309033e381a95b7d8ecb7%26id%3Dc5dc5c5993%26e%3D16946afb53&data=05%7C01%7C%7Cddd34163296a410a065208daa2fc450f%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C638001501665325358%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=U8VWsyseQAVF2Qr7pqZosZjQTDeuDRluDSlHYbKI6mk%3D&reserved=0)

Look out for posters in the windows of participating businesses, promoting their £5 offers. Remember to shop local to support our local high streets.

**Margate Winter Gardens**

In September, Cabinet members agreed for the first phase of studies to go ahead following the return of the Winter Gardens building to council management in August.

This first phase will include a costed structural survey, a complete set of site drawings and engaging a team of consultants to conduct a review of the Margate night-time economy to understand the Winter Gardens’ role.

The council will then go out to the marketplace to gauge the interest in the Margate Winter Gardens for leisure provision for the future.

A public meeting will also be arranged at an appropriate time. [Read more in the council’s newsroom](https://www.thanet.gov.uk/cabinet-to-consider-next-steps-for-the-margate-town-deal-winter-gardens-project/)

**Granville Theatre: new owner announced**

Thanet District Council has announced that a prospective new owner has been selected for the Granville Theatre in Ramsgate and the legal process is now underway. A local family-run organisation, Westwood One Ltd will refurbish the theatre to provide a high quality production, dance and cinema space. [Read more in the council’s newsroom](https://www.thanet.gov.uk/new-owner-selected-for-granville-theatre/)

**Your News**

**Two local businesses launch crowdfunding campaigns**

Broadstairs Folk Week has launched a crowdfunding campaign. The fundraiser has been set up in a bid to help cover the cost of Broadstairs Folk Week 2023 and all donations are welcome - lots of small donations can make a big difference. Their target amount is £33,031. Money pledged will stay a pledge until they reach their target, if they don’t reach their target, it will be returned. Find out more about Broadstairs Folk Week and pledge to their fundraiser [here](https://broadstairsfolkweek.org.uk/).

Elsewhere Margate has also launched a crowdfunder to save the site from closure. Elsewhere is an arts bar and music venue in The Centre. Further information and their crowdfunding page can be found [here](https://www.crowdfunder.co.uk/p/save-elsewhere?fbclid=IwAR2vXzUmXZmlT_zR-__WUO8eWuqUWkYFgPABEZonWbJokXCU5qHVCqD4by0#start).

**Local Business Milestones**

A number of local businesses are celebrating anniversaries in this edition:

* It's a big Happy 20th birthday to [**Pie Factory Music**](https://piefactorymusic.com/)), providing free, accessible music and arts workshops for young people across East Kent
* Its Happy 1st birthday to Margate’s [**Crab Museum**](https://www.crabmuseum.org) on the 22 October
* [**Little Seaside Town**](https://littleseasidetown.co.uk/) celebrated their 2nd anniversary in September since opening on Ramsgate High Street
* Happy 5th birthday to [**The Clockwork Cocktail Company**](https://www.theclockworkcocktailcompany.co.uk/) on Margate High Street in October