**April's Tourism Matters: Congratulations, Survey Assistance and Kent’s Big Weekend**

Dear Tourism Industry Colleague

In this issue we bring you a wave of congratulations on award shortlisting and winning - check ‘Your News’ for details. We ask for your assistance with the latest National Coastal Tourism Academy (NCTA) survey and evening and night time economy survey. We also have details on how to get involved in Kent’s Big Weekend which is back for 2023.

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 at [www.visitthanet.co.uk/tourismmatters](http://www.visitthanet.co.uk/tourismmatters).

**Tourism and Visitor Services News**

**Thanet’s Evening and Night Time Economy Survey for Businesses - Have Your Say**

Since bookings were paused at the Winter Gardens, Thanet District Council has completed the structural survey work and the searches and studies needed to help make decisions about the venue’s future. The council has now appointed [Counterculture](https://www.counterculturellp.com/) to help deliver a night time economy review and strategy for the district, and explore options for the future of the Winter Gardens. A survey has been developed to gather views from local businesses on their role in Thanet's night time economy and how it impacts them, the challenges and opportunities posed, and how together we can build an ambitious, inclusive vision for the Winter Gardens.

The council would love to hear from businesses, including eating and drinking, music, clubbing, culture, and event venues, plus those related to the night time economy, such as retail and health.

If you'd like to make your contribution, please complete this survey by **9am on Monday 1 May**. It should take about 15 minutes - your insights and ideas are hugely appreciated. Please feel free to share this survey with any other businesses in Thanet.

There will also be a public consultation w/c Sunday 23 April - details will be provided shortly.

Please [click on this link](https://form.typeform.com/to/O93R1cBn?typeform-source=www.google.com) to start the survey. Thank you in advance for your time and valued contribution.

**NCTA Coastal Business Survey for Visitor Economy 2023**

We would appreciate as many businesses as possible spending a little bit of time completing the [**National Coastal Tourism Academy Coastal Business Survey for Visitor Economy 2023**](http://www.surveymonkey.co.uk/r/NCTA_Thanet)by **Sunday 23 April.**

This survey focuses on performance over 2022, future bookings and challenges in 2023.

Any information you provide is kept strictly confidential and if we achieve a large enough sample size, we get 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 impact of the pandemic over the last few years, and to help us plan for recovery and the support that is needed.

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

**2023/24 Visitors’ Map**

We have taken delivery of our Visitors’ Map 2023/24. 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. We can provide holders for them if you wish.

If you would like to pick-up a supply of the new maps, please call 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.

Copies can be collected from Lilllyputt Mini Golf in Broadstairs and The Custom House in Ramsgate.

**Visitor Information Service Opening Hours**

The **Thanet Visitor Information service at Droit House, Margate** is pleased to announce it will be open daily 10am to 5pm during April and May.

**Ramsgate Visitor Information Centre** at The Custom House is open Monday - Saturday 10am to 4pm through to October.

**Broadstairs Information Kiosk** is open daily 10am to 4pm

**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.

We have recently published [Year of the Coast 2023 - Discover the Seven Wonders of the Isle of Thanet](http://www.visitthanet.co.uk/yearofthecoast)’, updated ‘[FestivIsle Vibes’](http://www.visitthanet.co.uk/visit-thanet-blog/festivisle-vibes) and ‘[Thanet’s Royal Connections](http://www.visitthanet.co.uk/visit-thanet-blog/thanets-royal-connections)’

**VisitBritain/VisitEngland**

**GREAT and Coronation Emblem Toolkit**

With one month to go until the Coronation of His Majesty The King and Her Majesty The Queen Consort, Britain is in the global spotlight. VisitBritain/VisitEngland have developed a toolkit for tourism businesses to help them showcase their coronation-themed offerings to both domestic and international visitors.

By using the GREAT x Coronation Emblem and invitation to ‘See Things Differently in 2023’ on your marketing and communications materials, you can get involved in this historic occasion while also tapping into the excitement and energy surrounding Britain in 2023.

Whether you have a limited edition menu, a one-off exhibition or tour, or a coronation-themed cocktail, you can display the GREAT and coronation emblem and show the public that you are part of a year of extraordinary moments in Britain. Businesses are encouraged to share their experiences with VisitBritain/VisitEngland for potential inclusion across thier consumer marketing channels.

[To find out more and to download the toolkit head to the VisitBritain website.](https://www.visitbritain.org/show-your-unique-event-or-offer-2023-great-and-coronation-emblem)

**Visit Kent Updates**

**Big Weekend is back for Saturday 24 and Sunday 25 June 2023**

Following last year’s Kent Big Day Out campaign, Visit Kent has taken feedback on board and this year, has decided to bring back the Kent Big Weekend!

The campaign is an amazing opportunity for you to target local Kent residents and turn them into ambassadors for your business.

Attractions and businesses are invited to offer complimentary tickets exclusively to Kent residents to use on the Big Weekend only. You can offer as many tickets as you wish and for either or both days of the weekend. Full details of how many tickets should be offered, redemption rates and ways for free attractions to take part are included in the [FAQs.](https://www.kentbigweekend.co.uk/media/962793/2023-kent-big-weekend-faq.pdf)

You can upload tickets directly to the Kent Big Weekend website and amend them when needed. If your business has taken part in previous years, [simply login](https://www.kentbigweekend.co.uk/login?return=) and add your offer for this year’s Big Weekend. If your business hasn’t taken part before you can [register your attraction here](https://www.kentbigweekend.co.uk/attraction-register)

Please sign up and add your attraction details and ticket offers to the website by **12 noon on Monday 8 May**. It is very important that you upload your offers by this deadline so the website can be tested before it goes live to the public. **The public ballot will open from Monday 15 May, and will close on Monday 12 June.**

If you have any questions, concerns or issues, please contact enquiries@visitkent.co.uk

**Thanet District Council**

**Election Voting Registration**

Local elections are taking place in Thanet on Thursday 4 May. Please ensure you register to vote in the 2023 local elections by Monday 17 April. You can find out more, and register to vote, on Gov.uk/register-to-vote

For the first time, you will need to bring an accepted form of photo ID to the polling station when you go to vote.

For more information on which forms of photo ID will be accepted, visit [electoralcommission.org.uk/voterID](http://electoralcommission.org.uk/voterID) or call their helpline on 0800 328 0280.

**Spread the word:** Download and [print this poster](https://drive.google.com/file/d/11JpN0qyztUtKucUZ0FwkLBKjEQRoCnLx/view) to display in your window or on a noticeboard to help let everyone know about the need to bring photo ID on polling day.

**Water User Group Membership Update April 2023**

Changes to the council’s Water User Group scheme came into place on Saturday 1 April.

From this date, applications for new memberships, or to renew and pay for existing memberships, should be submitted via the council’s website and Water User Group online member application form. The application form can be accessed via: [thanet.gov.uk/water-users/](https://www.thanet.gov.uk/info-pages/water-users/)

If you run a concession please use this form. If you belong to a club, please contact the team on wateruser@thanet.gov.uk to discuss your club's requirements.

The annual membership fee for the Water User Group is £110. Membership entitles you to receive a coded barrier key and two coded stickers, which should be displayed on your vehicle and craft.

Once you have submitted your application, you will receive an email with details on how and when to collect your new key and stickers. When collecting your new key, you will be required to provide proof of ID and hand in your old key.

The coastal barriers are controlled for reasons relating to health and safety, terrorism prevention, immigration, crime reduction and coastal protection. If you have any issues or concerns in relation to health and safety, people smuggling, drugs or anti-social behaviour, please email wateruser@thanet.gov.uk

**Repairs and restoration for coastal facilities**

Southern Water made a payment of £100,000 in recognition of bathing water quality issues experienced by many residents. Thanet District Council identified projects across the district that will benefit from the funding. [You can find out about them here](https://www.thanet.gov.uk/repairs-and-restoration-on-the-cards-for-thanet-coastal-facilities/)

**Repairs to the Nayland Rock Shelter**

The listed Nayland Rock shelter on Marine Drive in Margate has been cleared. Temporary fencing has been put up to protect the structure. This is so repair works can be safely carried out following damage caused to the shelter as a result of a recent fire. Colleagues within the council’s RISE team have managed to secure accommodation for the person that had been sleeping in the shelter, who has now moved into a new home with their support.

**New trees and educational boards for Ramsgate parks**

Council officers and volunteers reached their goal of planting 1,100 trees across four Ramsgate parks in February, Jackey Bakers, Nethercourt Park, Newington Green and Warre Recreation Ground.

Thanet District Council have installed colourful information boards, specific to each of the four sites. These boards show the species of trees that have been planted, with educational facts about the birds and wildlife to be seen there.

**Shop front restoration in Ramsgate**

A new art gallery on Ramsgate’s Harbour Street has received funding to restore its historic shop front, thanks to support from Historic England’s High Street Heritage Action Zone (HSHAZ) project. The HSHAZ scheme includes funding specifically reserved for the transformation of historic buildings on Harbour Street.

**Explore the Thanet Coast**

The Thanet Coast Project, now in its 21st year, began hosting events for all ages on Tuesday 4 April. There’s a range of events and activities exploring Thanet's coast and wildlife. [Find out more and book online via the website](https://www.thanetcoast.org.uk/events-and-activities/).

**Ramsgate High Street Drop-In Sessions**

Friday 14 April - Discovery Planet, 47 High Street, Ramsgate CT11 9AG 10am-4pm

Ramsgate High Street Heritage Action Zone’s Cultural Consortium is running a series of funding hub drop-in sessions. April's event includes an advice session on energy efficiency and planning applications for people living in the Ramsgate Conservation Area, a clock and watch repair shop, and workshops on making ecobricks and working with clay. [To find out more click here](https://www.thanet.gov.uk/campaigns/ramsgate-future/?tab=5).

**‘Ramsgreat’ wins public vote**

Thanet District Council invited members of the public to vote on a new 'identity' for Ramsgate. Polls closed on Thursday 9 March, and the ‘Ramsgreat’ identity was the favourite, receiving 60% of the vote.

Work will now start on a toolkit with guidelines on how to use the branding to promote events, activities and positive information around the town.



**Other News**

**Employers information on Minimum wage increases (include image)**

The National Living and Minimum Wage increases on 1 April 2023 for the 2.9 million eligible workers in the UK, including apprentices. This is the highest ever cash increase and a key part of the government’s commitment to supporting households with the increased cost of living.

Anyone who is employed as an employee or worker must get the National Living Wage or National Minimum Wage they are entitled to receive. Please visit <https://checkyourpay.campaign.gov.uk/> for more information

**Your News**

Congratulations to Margate’s [**Crab Museum**](http://www.crabmuseum.org/) winners of the ‘Being Social’ 2023 Digital Culture Awards presented by Arts Council England’s Digital Culture Network.

Congratulations to [**Chapel House Estate**](https://chapelhouseestate.co.uk/) who have been announced as a finalist in the StartUp Awards South East in the ‘Hospitality & Events StartUp of the Year’ category. Results will be announced on Thursday 1 June.

Congratulations to [**The Powell-Cotton Museum**](https://powell-cottonmuseum.org/) who won the 2022 ‘Collections Trust Award’ for their recent project *‘Museum Makers – People Centred Cataloguing’*. The award recognises the achievements of those who manage the collections at the heart of all museums.

Congratulations to [**Gadds Ramsgate Brewery**](http://www.ramsgatebrewery.co.uk) who recently won the ‘Sustainable Business’ award at the SIBA (Society of Independent Brewers Awards).

Congratulations to [**The Royston**](http://www.facebook.com/theroystonmicropub/) Micropub in Broadstairs named Thanet CAMRA Branch Pub of the Year 2023.

**“Legislation is Coming”**

SafeUKation help Landlords manage their short-term holiday let compliance documents, so that Landlords have peace of mind their property is safe to let and guests can see their holiday home has accreditation.

Landlords can upload their property details to an independent platform, including insurance, gas and electrical certification as well as property specific fire risk assessment, demonstrating they are a conscientious and professional Landlord.

Guests can search for properties that have safeUKation accreditation, knowing the property they have chosen is safe, insured, certificated with due consideration for the safety of guests.

This is a new portal to give Landlords and guests independent interaction, beyond that of the standard rental platforms, giving landlords the opportunity to take “first steps” towards government licensed control and provide guests the comfort of knowing their rental property of choice is safe to use.

To find out more and watch a short video (on homepage) please visit [www.safeukation.com](https://www.safeukation.com/)