**July’s Tourism Matters: Training Opportunities, Have Your Say and Transport News**

Dear Tourism Industry Colleague

Well hello summer and a lovely spell of warm weather, which will hopefully mean lots of visitors and spend in our local businesses.

In this issue we bring you information from the Federation of Small Businesses to help you through the summer, details on how the Tourism team has been showcasing the destination for meetings, seminars and away days from London, plus how the Shared Prosperity Fund is supporting the new Innovation Kitchen at The Yarrow with funding available for Thanet entrepreneurs.

**Tourism and Visitor Services News**

**Railway 200 celebrations - Margate welcomes ‘Inspiration’**

We’re excited that Margate - the original seaside - has been chosen as one of the stations to be visited by ‘Inspiration’, an incredible exhibition train showcasing the past, present and future of the railway.

Inspiration has been touring Britain since 27 June and will be visiting Margate, the only Kent station on the route, on Monday 20 and Sunday 21 July.

The Tourism team has supported the train’s stop in Margate with visual materials for Southeastern’s partners’ carriage, which will showcase the railway’s positive impact on tourism in Thanet - past and present.

Whilst tickets for both days at Margate have sold out, there will still be lots to see and do at the station over the two day visit.

**Meet Beyond London Trip**

On Sunday 22 and Monday 23 June, the Tourism team showcased Thanet and its diverse range of venues to a group of 11 personal assistants from major corporate companies. The assistants are responsible for organising meetings, seminars and away days outside London.

The group was joined by representatives from PA Life Magazine and Tourism South East’s Meet Beyond London campaign.

Thanks to the fantastic support of our local partners, Chapel House Estate, Turner, Dreamland, No.42 Guesthouse, Quex Park Estate and the Powell-Cotton Museum, the group experienced a packed 24-hour itinerary exploring the facilities available across the Isle.

Feedback from the visit has been overwhelmingly positive. There is genuine enthusiasm for the variety of venues, the area’s appeal, and the clear potential the group saw for future events.

**Visitor Information Services opening hours**

The Thanet Visitor Information Centre at Droit House is open daily between 10am and 5pm throughout July and August.

**Broadstairs Information Kiosk** on the promenade is open daily, between 10am and 4pm until Sunday 5 October.

**Ramsgate Visitor Information** at The Custom House, Harbour Parade, is open until 30 September, Monday to Saturday, 10am to 4pm and Sunday, 10am to 2pm.

**Skills and Training**

**Thanet Heritage Volunteer Hub Training**

The Thanet Heritage Volunteer Hub is excited to offer a customer care training course specifically tailored for volunteers in the heritage sector. Delivered by Tourism South East, this half-day session is designed for volunteers who regularly interact with the public, helping them to enhance their communication and customer service skills.

Date: Monday 21 July

Time: 9.30am - 1.30pm

Venue: Margate Caves, 1 Northdown Road, Margate CT9 1FG

Based on the industry-renowned Welcome Host programme, the training has been adapted to meet the unique needs of volunteers, equipping them with the tools to create positive visitor experiences and represent their organisations with confidence.

Course highlights:

* Understand the value of excellent customer service in a volunteer setting
* Recognise customer expectations and how to exceed them
* Make a lasting, positive impression
* Communicate effectively with diverse audiences
* Offer accurate and helpful information
* Support visitors with additional needs
* Manage challenging situations with professionalism
* Use service skills to boost engagement and satisfaction

This is a fantastic opportunity for volunteers to build confidence, develop practical skills, and contribute even more effectively to the local heritage community. To enquire please contact Karen at [volunteerproject@margatecaves.co.uk](mailto:volunteerproject@margatecaves.co.uk)

**Thanet District Council**

**Tackling Empty High Street Properties**

The council is planning to tackle the issue of long-term vacant commercial properties on some of Thanet’s high streets, through the High Street Rental Auction (HSRA) scheme.

Local people are invited to share their thoughts about which streets and areas within Thanet they think are most important to the local economy.

Head to [Your Voice Thanet](https://yourvoice.thanet.gov.uk/en-GB/projects/shaping-the-future-of-thanet-s-high-streets) to find out more about the proposals and have your say, before Friday 1 August.

**The Teenage Market a hit in Ramsgate!**

Following the success of the two previous Teenage Markets in Margate, the latest event moved to Ramsgate town centre. Tying in with Ramsgate Day, the market happened on Saturday 5 July.

There were 31 stallholders and numerous performers aged 8 to 24. Between them, the stallholders made over £3,500.

The next market is in Broadstairs on Saturday 20 September. Young people who are interested in taking a free stall, or performing on the day, [can apply here](https://theteenagemarket.co.uk/events/broadstairs-teenage-market-2).

**Thanet Cycling and Walking Infrastructure Plan (CWIP)**

Thanet District Council is inviting people to share their feedback on proposals for new safe walking and cycling routes in Thanet. These aim to connect different areas across the district, and will increase road safety, improve air quality and health, make places more accessible, boost the local economy and help Thanet reach its net zero goals.

There are opportunities to find out more at public drop-in events:

* Wednesday 16 July - Royal Temple Yacht Club, Ramsgate (3pm to 7pm)
* Wednesday 23 July - Thanet District Council Chamber (3pm to 7pm)
* Thursday 24 July - Minster Village Hall (3pm to 7pm)

The [online survey](https://yourvoice.thanet.gov.uk/en-GB/projects/cycling-and-walking) is open until 5pm on Sunday 17 August.

**Public drop-in: improving streets and open spaces in St Peter’s**

The council is working with the charity Sustrans to improve the streets and open spaces in St Peter’s, Broadstairs. The project, focusing on Westwood Road and Broadstairs Road, aims to improve walking, wheeling and cycling routes. It will also create more green spaces, alongside other improvements.

Give your feedback on proposed designs at The Charles Dickens School, Broadstairs Road, Broadstairs CT10 2RL on Monday 14 July, 6pm to 8pm.

**UK Shared Prosperity Funding helps NEW Innovation Kitchen**

Thanet District Council is offering local small businesses and entrepreneurs the opportunity to take their products to the next level, at Kent’s first innovation kitchen.

East Kent Colleges Group (EKC Group) launched the EKC Innovation Kitchen in May 2025. The state-of-the-art professional kitchen was set up to help local food businesses innovate, develop and scale their products at a fraction of the usual cost of renting a professional kitchen. Located within The Yarrow in Broadstairs – a working hotel and training facility for students at EKC Broadstairs College – this unique space is the first of its kind in Kent. The Innovation Kitchen offers food entrepreneurs and businesses access to high-end equipment and professional-grade facilities, typically out of reach for smaller producers.

The council is offering grants totalling £21,500 to local food businesses and entrepreneurs, to help them access the Innovation Kitchen. Successful applicants will also receive hands-on support from Daphne Besseling, Food Innovation Technical Consultant.

These consist of one £5,500 Food Innovation Voucher which is designed to help one applicant move from idea to production, as well as eight £2,000 Food Innovation Vouchers which are designed to help applicants explore the viability of a new idea. Each successful applicant will receive around 12 hours of consultancy time, four half-day sessions in the kitchen and £300 for ingredients.

These grants are part of the UK Shared Prosperity Fund (UKSPF), which has been provided by the UK Government.

For more information about the EKC Innovation Kitchen, visit [www.ekc-innovate.co.uk](http://www.ekc-innovate.co.uk/)

**New Parking Restrictions at Botany Bay**

Temporary barriers are being introduced to prevent access to the unofficial parking area at Botany Bay. This is a trial measure for the summer and will be in place from Friday 11 July.

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The aim is to make sure that the access route for emergency service and council vehicles, which has recently been blocked by parked cars, is kept clear.

Concrete blocks were installed in the unofficial parking area yesterday (Thursday 10 July). New signs will be placed at the top of Botany Road to discourage drivers from trying to use the area at the end of the road for parking. Signs will also be placed near the restricted area.

There will be a review at the end of the summer season to understand the effectiveness of these measures.

**Royal Harbour Car Park, Ramsgate**

Work to replace the lifts at the Royal Harbour Car Park in Leopold Street, Ramsgate began on Monday 30 June.

Removal of the old lift cars and motor room equipment took place in April. The works are due to be completed by the end of November.

**Other News**

**Thanet Open Top Bus Route 69 - exciting changes**

From Saturday 19 July the service will be extending to Margate and the open top will travel through Margate along the seafront, then on to Minnis Bay in Birchington. Find out more at  **-** [**69 - Ramsgate - Broadstairs – Stagecoach South East – Bus Times**](https://bustimes.org/services/69-ramsgate-broadstairs-2?date=2025-07-19)**.** The route is available on [bustimes.org](http://bustimes.org/) (you just need to view the 69 service from the 19th July).

**Federation of Small Businesses Events**

The Federation of Small Businesses has put together some useful information on juggling holidays and flexible working requests this summer in their [Managing Staff content hub](https://www.fsb.org.uk/resources/content-hubs/managing-staff)

Areas covered include

* [Flexible working in summer: supporting staff and staying productive](https://www.fsb.org.uk/resources/article/flexible-working-in-summer-supporting-staff-and-staying-productive-MCUERNJTIBW5HYJNXGKUUUW25DRQ)
* [How to hire and manage seasonal staff effectively](https://www.fsb.org.uk/resources/article/how-to-hire-and-manage-seasonal-staff-effectively-MC76YUYRNHKZBW5FMXSBVLSRRWLE)
* [Holiday planning and cover: Keeping operations smooth in summer](https://www.fsb.org.uk/resources/article/holiday-planning-and-cover-keeping-operations-smooth-in-summer-MC5HZERE5GMBADBENTSQASKRPG7A)
* [Summer trading: Strategies for small business success](https://www.fsb.org.uk/resources/article/summer-trading-strategies-for-small-business-success-MCR2C65YJBORD7LJOMEZTSEUKN3E?)

**Small Business, Big Summer Giveaway**

The Federation of Small Businesses (FSB) is offering one lucky small business owner a £10,000 giveaway, sponsored by HSBC UK.

In association with HSBC UK, this opportunity is open to both FSB members and non-members, giving all small business owners in the UK a chance to expand their business. The money can be used to invest, expand, or simply reward staff for all their hard work.

To be in with a chance of winning head to <https://get.fsb.org.uk/giveaway/> and enter before Thursday 31 July.