**September’s Tourism Matters: Heritage Open Days, Hospitality Apprenticeship Week and Have Your Say**

Dear Tourism Industry Colleague,

Welcome to September’s Tourism Matters; we hope you had a busy summer season.

In this issue we bring you news that you can now follow us on TikTok. Find out how you can get involved in Hospitality Apprenticeship Week and apply for a grant via the Kent County Council ‘Active Travel Business Grants’ scheme. Plus you can have your say on setting up a parish council for Margate.

**Tourism and Visitor Services News**

**Visit Kent Ceases Trading**

Some of you may be aware that Visit Kent / Go to Places ceased trading on Wednesday 3 September. Thanet District Council issued an official statement on the subject, below:

*Thanet District Council acknowledges with regret the news that Visit Kent / Go to Places, the local visitor economy partnership (LVEP) for the county of Kent, has ceased trading and commenced liquidation proceedings.*

*Thanet District Council maintains a well-established and robust tourism service dedicated to promoting our towns and area to visitors. We actively work with and support our local visitor economy and will continue these vital efforts.*

*The visitor economy is of immense significance to the Thanet district. The Council is committed to engaging with strategic partners, both regionally and nationally, to ensure that opportunities for the district are not lost as a result of this news.*

**Summer Holiday Results**

Another great summer holiday season for the Visitor Services Team:

* 17,500 contacts to the service in just 6 weeks
* Nearly 84,000 users of the website
* Broadstairs Information Kiosk had 3,562 visitors in July and August.
* Ramsgate Visitor Information Centre at The Custom House had 1,450 visitors in July and August.

Also, in the year to date (April to August) total contacts to the team are up 19% on the same period last year, with over 43,000 contacts to the end of August.

But the work doesn’t stop after summer, the ‘shoulder season’ and beyond will still see thousands more visitors!

**Thanet Heritage Open Days**

This year’s Heritage Open Days Festival runs from today Friday 12, to Sunday 21 September, with FREE entry to participating venues. This year the theme is ‘Architecture - from buildings and bridges to beehives’, exploring how we’ve designed and built the world around us.

This is a great opportunity to discover more than 27 venues and activities across the Isle, including some venues which are not normally open to the public.

To see Thanet venues taking place visit [www.visitthanet.co.uk/heritageopendays](http://www.visitthanet.co.uk/heritageopendays).

**2026 What’s New and Anniversaries - call out**

Do you have a new business offering planned for 2026 with touristic appeal? Is your venue or event celebrating a key anniversary?

If so, please let us know. We will share your information with national and regional tourism bodies, and promote it in our public relations activities. Where relevant it will appear on our website and social media posts. Please send a full description, an image and a link for further information to [julie.edwards@thanet.gov.uk](mailto:julie.edwards@thanet.gov.uk)

**Follow us on TikTok**

Alongside Facebook and Instagram you can now find us on [TikTok](https://www.tiktok.com/@visit.thanet) ,where we will share beautiful videos from the Isle, with the hope to reach new audiences. Please follow us and tag us in content!

**National Coastal Tourism Academy Business Survey**

We would encourage as many businesses as possible to complete the latest National Coastal Tourism Academy (NCTA) Coastal Business Survey for Visitor Economy. The survey focuses on performance over the summer, challenges and support needed. The survey can be [found here](https://www.surveymonkey.com/r/NCTA_Thanet). The deadline is Sunday 12 October.

Any information you provide is strictly confidential. If enough businesses take part, we receive a general report for Thanet (no individual business information is shown). This information helps us to understand how Thanet compares nationally. The results will be used by NCTA to lobby the government for further support.

**Visitor Information Services opening hours**

The **Thanet Visitor Information Centre** at Droit House is open from 10am to 5pm, Tuesday to Sunday during September and October. It will open daily during the October half term (Monday 20 to Friday 24 October).

**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**

**Hospitality Apprenticeship Week 2025**

Hospitality Apprenticeship Week runs from Monday 29 September to Sunday 5 October. This year’s theme ‘Powered by People’ is celebrating the people and teams driving the hospitality industry forward and how apprenticeships are key to building the skilled, loyal, and diverse workforce our industry needs.

Each day will focus on a different theme, from potential and progression to opportunity and impact. Employers, apprentices, mentors and sector leaders are invited to share stories, insights, and opportunities which show how apprenticeships help hospitality thrive.

A toolkit to get involved - including logos, banners, social templates, and campaign copy - can be [found here](https://careerscope.uk.net/training/hospitality-apprenticeships/week/)

Hospitality Apprenticeship Week is a unique opportunity to unite the sector and inspire the next generation of hospitality professionals.

**Thanet District Council**

**Broadstairs Teenage Market**

Following the success of the previous Teenage Markets in Margate and Ramsgate, the next event will take place on Saturday 20 September at Pierremont Hall in Broadstairs.

There’ll be more than 30 stalls run by budding local business-owners aged 8 to 24, plus a performance space bringing music, dance, comedy, poetry and more.

To find out more visit [theteenagemarket.co.uk/events/broadstairs](http://theteenagemarket.co.uk/events/broadstairs)

**Have your say on the future of Ramsgate**

Thanet District Council has been awarded £20million of government funding for Ramsgate, through the Plan for Neighbourhoods programme. This will support investment in Ramsgate over a ten year period, from 2026 to 2036.

The funding will be used to help deal with some of the issues that matter most to local people. Local businesses are key to economic growth, and Thanet District Council invites you to share your thoughts on owning or running a business in Ramsgate, in an [online survey](https://docs.google.com/forms/d/e/1FAIpQLSf3vFmVBvUGYSmzd-fPsPQKK15P4u_1II3CQAFY_MIcCc35Cw/viewform) .

If you also live in Ramsgate, please fill out the [Plan for Neighbourhoods surve](https://docs.google.com/forms/d/e/1FAIpQLSfuSNA-l8MBx8TIDxW4GP5QmTtEXGvblG9dQ9vtzUh286_V_A/viewform)y. Thanet District Council would be grateful if you could share the link with your members of staff too. **Both surveys close on Monday 15 September.**

**Community Governance Review for Margate**

Thanet District Council has launched a Community Governance Review (CGR) to explore whether a new parish council should be created for Margate – the only area in the district currently without one.

This is your chance to help shape how Margate is represented in the future. The [consultation](https://www.thanet.gov.uk/info-pages/community-governance-review/) is open until 5pm on Sunday 28 September.

**Parking in Ramsgate**

Contractors will soon be on site at Pier Yard in Ramsgate, preparing to start work on the Clock House. This is part of the wider programme of government funded projects in the town.

A number of parking bays will be suspended from Thursday 11 September, to make space for contractors’ welfare units and equipment. Signs will be in place, and the Port and Harbour team will be in touch directly with regular users.

A small number of permit holder spaces opposite the shipping container will be suspended, so the East Crosswall can still be accessed.

**Other News**

**Kent Invicta Chamber of Commerce Survey**

Kent Invicta Chamber of Commerce has released its Quarterly Economic Survey (QES) for quarter three of 2025 and would like to hear from you.

The [short survey](https://www.kentinvictachamber.co.uk/qes/) helps track business sentiment across Kent and Medway from sales and recruitment to investment and confidence. Your feedback is vital in shaping the support available to our region’s businesses.

You do not need to be a member of the Chamber to participate and the survey closes on Monday 15 September.

The results collected will help the Chamber to brief MPs, Ministers, and civil servants with real data that influences policy.

**Kent County Council’s ‘Active Travel Business Grants 2025’**

Kent County Council’s (KCC) Active Travel team has launched ‘Active Travel Business Grants 2025’, the pilot of an innovative funding initiative designed to supercharge sustainable commuting across Kent.

The grant programme supports Kent businesses to champion active travel by investing in infrastructure and measures which encourage employees and customers to walk, wheel and cycle to their premises.

To find out more and to apply, [visit the grant website](https://www.kent.gov.uk/leisure-and-community/community-grants-and-funding/our-current-funding-opportunities/active-travel-business-grants#:~:text=We%20are%20offering%20Active%20Travel%20grants%20of%20up,maximum%20funding%20award%20for%20this%20grant%20is%20%C2%A35000). **Applications are open until Friday 24 October.**

**Your News**

**Vote for you local cinema**

The [Palace Cinema](https://thepalacecinema.co.uk/) in Broadstairs has been longlisted in the British Independent Cinema Awards in the newly launched ‘Cinema of the Year’ category.

The awards celebrate special cinemas across the country which are at the heart of communities, bringing together audiences and championing independent film.

A jury will select the nominees and winner after public [voting](https://www.bifa.film/coty-vote/) closes on Monday 22 September.

**Museum Recognition**

Congratulations and well done to two of our museums who have recently been recognised by Arts Council England with ‘Museum Accreditation. The Accreditation is a UK-wide standard and a scheme that provides a framework for museums to meet nationally agreed standards in areas like collection management, governance and public engagement.

* The [Spitfire & Hurricane Memorial Museum](https://www.spitfiremuseum.org.uk/), Manston re-awarded
* The [Powell-Cotton Museum](https://powell-cottonmuseum.org/), Birchington re-awarded and in recognition of the way the collections are cared for to the highest national standards.From packing, preserving and cleaning so many objects during the MEND project, to launching the newly reimagined natural history displays.

Well done to the team of volunteers and staff for their hard work.