

Tourism Matters - New Guidance for hospitality and visitor economy businesses

This week we have information for you on the Government's guidance for hospitality and visitor economy businesses, which was announced Tuesday, and the new industry standard and public information campaign from VisitEngland, which will help increase consumer confidence.

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

Thanet District Council

Discretionary Grants for 193 Thanet businesses - payments to be made this week

A total of 193 businesses based in Thanet will each receive a payment of £7,500 this week under the [Discretionary Grant scheme](#). The scheme was aimed at those businesses in Thanet, affected by COVID-19, that didn't qualify for the previous round of business grants.

There were almost 320 individual applications of which 62% were successful. The council will make a fixed and equal award to these applicants. The size of the award to each business reflects the overall number of eligible applications. Payments to successful applicants will be made by Friday 26 June. Unsuccessful applicants will receive notification of this in writing, also by Friday.

Business Support

To support businesses as they begin to reopen, there is dedicated information on the council's [website](#).

Help is also available via the council's support line on 01843 577330 (open Monday to Friday, 9am to 5pm) and also the Kent and Medway Growth Hub business support hotline on 03333 602 300 (Monday to Friday, 8.30am to 6.30pm).

Government Advice

Guidance for hospitality businesses

On Tuesday 23 June, Prime Minister Boris Johnson announced further changes to lockdown restrictions in England.

These include that from Saturday 4 July pubs, restaurants and hairdressers will be able to reopen, providing they adhere to [COVID-19 Secure guidelines](#). Accommodation sites can reopen and so can some leisure facilities and tourism attractions, providing they can do so safely. These include outdoor gyms and playgrounds, cinemas, museums, galleries, theme parks and arcades.

Where it is not possible to stay 2m apart, guidance will allow people to keep a social distance of 1m plus. This means staying 1m apart, plus mitigations which reduce the risk of transmission.

The guidance for working safely during coronavirus for the visitor economy can be found [here](#). This guidance includes information for people who work in hotels and guest accommodation, indoor and outdoor attractions, and business events and consumer shows.

[Guidance for hotels and other guest accommodation](#)

Guidance for people who work or volunteer in [heritage locations](#).

Updated guidance for accommodation providers if a guest is supply symptoms of Covid-19

If a guest is showing suspected symptoms of [the Covid-19](#) virus while staying in overnight accommodation for a permitted reason, they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have Covid-19, they should return home if they reasonably can. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests should follow [government guidance](#) on dealing with possible or confirmed coronavirus (COVID-19) infection.

Updated guidance for restaurants, pubs and bars

This updated [guidance \(24th June\)](#) applies to any food preparation or service setting where food and drink is sold for consumption at venues or for takeaway or delivery. For example:

Restaurants, pubs, bars, beer gardens, food to go, cafes, social and similar clubs operating as bars and restaurants, mobile catering and contact catering or similar environments where food and drink is purchased and consumed at a venue in their indoor or outdoor areas, or offered for takeaway or delivery.

This guidance also considers entertainment in restaurants, pubs and bars and similar venues where food or drink is served, provided they meet current government criteria for safe reopening.

Commercial property code of practice announced

The [Government has extended measures](#) to prevent struggling companies from eviction until the end of September. A new [code of practice](#) has been developed with the retail, hospitality and property sectors to provide clarity for businesses when discussing rental payments and to encourage best practice so that all parties are supported.

[VisitBritain/VisitEngland](#)

‘We’re Good To Go’ - new industry standard

VisitBritain/VisitEngland has announced the launch of a UK-wide industry standard and consumer mark, in partnership with the national tourist organisations of Northern Ireland, Scotland and Wales to provide a ‘ring of confidence’ for tourism as the sector works towards reopening.

The ‘We’re Good To Go’ industry standard and supporting mark means businesses across the sector can demonstrate that they are adhering to the respective Government and public

health guidance, have carried out a Covid-19 risk assessment and check they have the required processes in place.

The scheme is free to join and open to all businesses across the sector.

Further information and links to the self-assessment online platform can be found [here](#).

‘Know Before You Go’ - public information campaign

Alongside the industry standard, they have also launched a ‘Know Before You Go’ public information campaign to support tourism in England as businesses start to re-open, reassuring visitors as restrictions are lifted by checking about what it is safe to do and when, and sign-posting to information about destinations and available services before travelling.

There is a free toolkit to download containing access to assets and the ‘Know Before You Go’ campaign messaging to use in marketing activity.

Full details on how to get involved can be found [here](#).

Free Business Recovery Webinars

VisitBritain/VisitEngland is hosting a series of free business recovery webinars to help businesses get back on track following the COVID-19 pandemic.

The webinar programme has been developed with businesses at its very core, and will cover a number of topics to provide practical insight and valuable information from within VisitBritain/VisitEngland and across the wider travel industry.

The programme starts on **Tuesday 30 June** with a **spotlight on inbound and domestic research and insights**, taking a look at their latest trackers and consumer sentiment surveys.

The full list of webinars, details and booking information can be found [here](#).

[Visit Kent](#)

Practical Tips for Implementing Social Distancing Guidelines webinar

As part of the Interreg Experience Business Resilience Training Programme, Visit Kent is running a webinar on Practical Tips for Implementing Social Distancing Guidelines on Wednesday 1 July at 3:30pm.

This online session will help businesses to not only understand and fully implement the social distancing requirements laid out by the Government, but do so profitably and sustainably. Attendees will receive practical, cost-effective advice and information on how to promote consumer confidence in their business. Register [here](#)

[Tourism Service News](#)

Communication is key at the moment to help us stay up-to-date, to ensure our website is kept up-to-date and for our social media messaging.

If you are planning to reopen soon please ensure you let us know or tag us in to your social media posts #visitthanet.

If you have news you would like us to share, or key messages we can include on our social media channels, please let us have this information too.

Also, please let us know if you would like copies of the Visitors' Maps 2020.

Contact us on tourism@thanet.gov.uk or 01843 577577.

Your News

Nice Things, Ramsgate

Congratulations to Suzy Humphries who will be celebrating the 10th anniversary of opening Nice Things on 26 June.