

## **Tourism Matters - Government updates, free webinars and good news**

We anticipated reducing the frequency of Tourism Matters from this week, however the Prime Minister's update last Friday included information relevant to our tourism industry and businesses that we wanted to highlight to you. This includes the potential restart of indoor performances to live audiences and remaining leisure settings being allowed to reopen from 1st August. There is also an update on the Job Retention Scheme.

Good news for us is that this week sees the reopening of three of our much-loved attractions and a new pop-up by The Ravensgate Arms at the former Monkey House by the Boating Pool in Ramsgate.

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](http://visitthanet.co.uk/tourismmatters)

### **Thanet District Council**

#### **Temporary traffic measures**

New temporary traffic measures were put in place from Saturday 18 July, in Margate Old Town and Harbour Parade, Ramsgate, to facilitate social distancing.

These measures are for a period of three months, and their effectiveness continues to be monitored. Some of the changes being made might have a greater impact on some than others. The scheme in Margate Old Town is very much in its early phase and effectiveness has been impacted by people tampering with signage and barriers. CCTV monitoring is in place.

Following comments received from businesses, 'businesses open as usual' signage will now be put up in Margate Old Town. Barriers along Harbour Parade will also be removed to allow people to leave premises more easily and to cross the road more safely.

With summer peak season upon us, we endeavour to do all we can to encourage and enable people to follow social distancing to help stop the spread of Covid-19, and will continue to adapt schemes where it is possible and necessary to do so.

#### **Pavement Licences**

Businesses are being contacted to remind them that outdoor seating is only permitted where a pavement licence has already been issued, or where they are placing tables and chairs on their own land.

If the new 'Business & Planning Bill' receives Royal assent, then businesses will be able to make an application to have tables and chairs outside their premises. Information and application forms will be available on our website if the proposed legislation becomes law.

Currently businesses mustn't place tables and chairs on the pavement or highway unless they have existing permission.

## **Government Information**

Further to the [Prime Minister's update on Friday](#), some further details around the next phase of reopening and pilots in England are now available.

Meetings of up to 30 people indoors are now allowed in permitted venues if social distancing can be maintained and the venue can demonstrate that it has followed the COVID-19 guidance.

From **Saturday 1st August**, if prevalence remains around or below current levels, the Government will take the following steps:

- Enable the restart of [indoor performances to a live audience](#), in line with COVID-19 secure guidelines, subject to the success of pilots that are taking place as soon as possible.
- Carry out pilots in venues with a range of sizes of crowds, particularly where congregating from different places, including business events. The pilots (some of which will begin late July) will be carefully monitored and evaluated to inform future decisions on any further relaxation of the rules.
- Enable wedding receptions - sit-down meals for no more than 30 people, subject to COVID-19 secure guidance.
- Exhibition and conference centres are allowed to show small groups (of up to 30 people with social distancing requirements) around to view the facilities and plan future events and to enable Government-backed pilots to take place. They should not be open fully to host events more widely.
- Most remaining leisure settings, bowling, skating rinks, and close contact beauty services will be allowed to reopen. Nightclubs and soft play will remain closed for now.
- There will be an update to the guidance on returning to work. Businesses will have discretion for what works for them and their employees.

From **1 October**:

- It is expected that events of all types, including sporting events, as well as [business events and conferences](#), will be permitted to resume, provided rates of infection remain at current levels. The Government will hold a number of pilots at event venues around the country to plan for the return of large-scale events and test how to implement social distancing practises. Details of these pilots will be finalised in the coming weeks.

Guidance on [working safely in the visitor economy](#) has been updated to include business events and consumer shows.

## **Customer logging toolkit for businesses**

Public Health England has published the [Customer Logging Toolkit](#). This contains a variety of template materials for businesses to display, as well as guidance on how the policy works. Businesses should be storing the information securely for 21 days and sharing it with NHS

Test and Trace if asked to do so. Businesses do not need to do anything else with the information.

If a customer tells you they have tested positive for coronavirus, you should tell them to self-isolate as soon as possible and to register their contacts with NHS Test and Trace. You should not use the log of customer details you have collected to contact other customers yourself. Instead, if NHS Test and Trace assess that the customer was on your premises while potentially infectious, they will contact you to provide support and to obtain the details of anyone who may have been exposed to the virus.

### **HMRC support for VAT reduction for tourism and hospitality**

If you have any detailed questions about the reduced rate of VAT you can contact:

- Telephone: 0300 200 3700. Outside UK: +44 2920 501 261
- Email: [VATtourismandhospitality@hmrc.gov.uk](mailto:VATtourismandhospitality@hmrc.gov.uk)

### **Face coverings at work**

Guidance on face coverings, their role in reducing the transmission of coronavirus, the settings in which they are recommended, and how they should be safely used and stored is available [here](#). There is no universal face coverings guidance for workplaces because of the variety of work environments in different industries. Employers should continue to follow [COVID-19 secure guidelines](#) to reduce the proximity and duration of contact between employees.

### **Other Government updates**

- [Guidance](#) for owners and operators of playgrounds and outdoor gyms has been updated to reflect additional requirements on face coverings.
- [Closing certain businesses and venues in England](#) guidance has been updated to show further easing of restrictions for more businesses and venues to reopen from Saturday 25th July and Saturday 1st August.
- The [Coronavirus Job Retention Scheme](#) guidance has been updated to clarify that notice periods being served by furloughed employees include contractual notice periods.

### **[VisitBritain/VisitEngland](#)**

#### **Business Recovery Webinar Programme**

The Accessibility webinar will take place on Thursday, 30th July from 10am to 11am.

A series of 'Brushing up on skills' webinars start in August, also from 10am to 11am

Creating great presentations - Tuesday, 4th August

Getting your business visible on Google - Thursday, 13th August

Getting started with analytics - Tuesday, 18th August

Further information on all of the above and past webinars can be found [here](#).

### **[Other Information](#)**

### **Kent and Medway Growth Hub - Free Business Recovery Support Programme**

As part of the Government's economic recovery plans, the Kent and Medway Growth Hub will be offering any business the opportunity of working with a Business Adviser over the next eight to twelve weeks, to develop and implement a personalised Recovery Action Plan.

This FREE TO ACCESS programme is available to all businesses in Kent and Medway thanks to funding from Kent County Council and Local Authorities.

For further information and to register your interest [click here](#) or ring 03333 602300 (Monday to Friday, 8:30am to 5pm).

### **Kent Invicta Chamber**

Kent Invicta Chamber has partnered with Furley Page Solicitors to deliver virtual business networking events and webinars hosted by Luke Quilter. Those below are open to non-members for £10 + VAT, free to members.

- 7 Actionable Tips to Protect Your Business Technology - Tuesday, 28th July, 10:30am-11:30am. Further details and booking [here](#)
- Dealing with Relationships (at home and at work) - Thursday, 30th July, 10:30am-11:30am. Further details and booking [here](#)

[www.kentinvictachamber.co.uk](http://www.kentinvictachamber.co.uk)

### **Kent and Medway Business Summit - Kent's Roadmap to Renewal: Hospitality and Tourism - Thursday 30 July, 12:30pm to 2pm**

Kent and Medway businesses are invited to join an interactive virtual meeting to learn more about plans for the recovery of the region's tourism and hospitality industry.

The webinar will include a briefing from a senior Government figure on the policy and vision for the sector.

Visit Kent Chief Executive, Deirdre Wells OBE will talk about the new Secret Garden of England campaign to build consumer confidence, drive off-season visits and rebuild business across Kent destinations.

[Click here](#) to register.

### **Tourism South East - Business Impact Survey**

Tourism South East would appreciate businesses completing their survey to help them get comprehensive data to understand the full impact that COVID-19 has had on the regional visitor economy.

The data will be used to inform the Government and national agencies of the overall consequences of lockdown on South East England. The information will also aid planning as the region looks to rebuild its visitor economy. The deadline for completing the survey is the end of Monday, 27 July. [Click here](#) to start the survey.

### **[Tourism Service News](#)**

**Thanet Visitor Information Centre**

The Visitor Information Centre in Margate is now open daily until Sunday 6 September, from 10am till 5pm.

Visitors will receive the same excellent level of service, but a few changes have been made in line with Government guidance, to help ensure the safety of visitors and staff, including:

- One way system for entering and leaving the building
- Hand sanitiser to use on entry
- Restriction on the number of people within the centre to aid social distancing
- Signage with FAQs in the hope it will save some people from waiting
- Face coverings to be worn by visitors entering the building

The service now has its “We’re Good to Go” industry standard status from Visit Britain to instill visitor confidence. If you haven’t received yours yet [sign up here](#)

### [Your News](#)

#### **Attractions reopening**

**Turner Contemporary** - reopened on Wednesday, 22nd July and will be open Wednesday to Sunday from 10am to 5pm until Sunday, 6th September.

They have reopened with We Will Walk - Art and Resistance in the American South, and Place, Space and Who by Barbara Walker. [www.turnercontemporary.org](http://www.turnercontemporary.org)

**Shell Grotto** reopens this Friday, 24th July and will be open daily from 10am to 5pm [www.shellgrotto.co.uk](http://www.shellgrotto.co.uk)

**Margate Caves** also reopens this Friday, 24th July and will be open Thursday to Sunday, 10am to 4pm until Sunday 1 November, when they will go to winter opening. [www.margatecaves.co.uk](http://www.margatecaves.co.uk)

**Pre-booking is essential for all of the above and new safety measures are in place to protect visitors and staff. Prior to visiting people are advised to check the individual websites for further information.**

#### **Ravensgate Arms will host Boating Pool pop-up bar**

The Boating Pool, Ramsgate pop-up will be operating from the former Monkey House side of the boating pool, with the cafe opposite running as normal. The pop-up has capacity for 80 people to sit outside safely (customers can meet with up to 6 people from 6 households outside) and will be on a first come, first served basis.

They will also be running a series of outdoor music gigs, open air cinema and other events at the site over the summer when customers will have to register for a seat. Event information can be found on their [Facebook page](#)