**September’s Tourism Matters: Your Events Call Out, Community Lotto Grants and Volunteers Required**

Dear Tourism Industry Colleague

Welcome to September’s Tourism Matters. We hope this finds you well and that you had a busy summer season. Certainly some of the feedback we've received so far is positive. We hope this continues into the next few months, despite the changeable weather forecast.

In this issue, please note the 'Help us to promote your business' section and we would appreciate your time in responding should you have any suggestions for improving our Visitors' Map. If you, or anyone you know, is looking for a volunteering opportunity, check out the 'Your News' section.

If you know somebody who would like to read our e-news, please forward it on, or better still let them know they can sign up to receive the newsletter first hand at [www.visitthanet.co.uk/tourismmatters](http://www.visitthanet.co.uk/tourismmatters).

**Tourism and Visitor Services News**

**Visitor Information Services Opening Hours**

The Thanet Visitor Information Centre at Droit House, Margate is open from Tuesday to Sunday, 10am-5pm, throughout September and October with the exception of half term (Saturday 26 October to Sunday 3 November) when it will open every day.

**Broadstairs Information Kiosk** is open daily between 10am and 4pm until Sunday 29 September, when it will close for the season. For more information visit [www.broadstairsinfokiosk.co.uk](http://www.broadstairsinfokiosk.co.uk)

**Ramsgate Visitor Information Centre** at The Custom House is open Monday - Saturday 10am-4pm through until the end of September and then Monday to Saturday, 11am - 3pm October to March

**Visitors’ Map 2025/26**

We will soon be starting updating entries for the Visitors’ Map 2025/26.

Businesses will be contacted by email in the first instance. We would be grateful if you could help us by checking your information and responding within the given timeframe. Please pay particular attention to opening times, prices and contact details.

If you would like to suggest ways that we could improve the Visitors’ Map, please email [julie.edwards@thanet.gov.uk](mailto:julie.edwards@thanet.gov.uk)

**Help us to promote your business**

Please ensure you keep us updated with your news or you could be missing out on free promotional opportunities. The information you provide, in addition to featuring on our website, is shared with Visit Kent, England’s Coast, Tourism South East and VisitEngland, plus used in response to media enquiries, all where relevant. Great images can be the difference between being included, or not, so ensure you let us have your very best images too.

In this issue we are looking for information on the following topics, which we have already started to receive enquiries for.

**Halloween, Bonfire Night and Christmas events** - please complete our online event form at [www.visitthanet.co.uk/submit-your-event/](http://www.visitthanet.co.uk/submit-your-event/) or send details (event name, date, description, cost, contact details and a landscape image) to [visitorinformation@thanet.gov.uk](mailto:visitorinformation@thanet.gov.uk)

**Dog friendly venues** - if you are not featured on page [www.visitthanet.co.uk/dogfriendly](http://www.visitthanet.co.uk/dogfriendly) or if your information needs updating, let us know at [visitorinformation@thanet.gov.uk](mailto:visitorinformation@thanet.gov.uk).

**Wedding venues** - is your business included and is your information current on our dedicated page [www.visitthanet.co.uk/weddings](http://www.visitthanet.co.uk/weddings) ? For any changes, or to be added, let us know at [tourism@thanet.gov.uk](mailto:tourism@thanet.gov.uk). For new entries weak for a short description, website link and a landscape photo with photographer credit, if required.

**PR**

In June and July we hosted several press visits, please see below links to coverage. Many thanks to the venues who helped to support these visits.

**Love Travelling Blog (visited 22 to 24 June)**

* [Isle of Thanet highlights on Instagram](https://www.instagram.com/love_travelling_blog/?hl=en-gb)
* [Ramsgate feature](https://lovetravellingblog.com/2024/07/26/travel-guide-ramsgate/)
* [Broadstairs feature](https://lovetravellingblog.com/2024/07/30/travel-guide-broadstairs/)
* [Margate feature](https://lovetravellingblog.com/2024/08/03/travel-guide-margate-kent/)

**Unknown Kent and Sussex (visited 24 to 26 June)**

* [General Broadstairs article](https://unknownkentandsussex.co.uk/charmed-by-broadstairs-kent/)
* [Yarrow Hotel article](https://unknownkentandsussex.co.uk/space-luxury-at-the-yarrow-hotel-broadstairs/)
* [Tartar Frigate article](https://unknownkentandsussex.co.uk/dining-with-the-smugglers-in-broadstairs/)
* [Dickens House Museum](https://unknownkentandsussex.co.uk/back-in-time-at-charles-dickens-museum-broadstairs/)

**i Weekend (visited 16 and 17 July)**

[Ramsgate feature](https://inews.co.uk/inews-lifestyle/travel/ramsgate-kent-seaside-town-rivals-margate-3215751) - this was in print and online (online is subscription).

**2025 What’s New and Anniversaries**

Do you have a new business offering planned for 2025 with touristic appeal, or 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 PR activities. It will appear on our website and in social media posts where relevant. Please send a full description, an image and link for further information to [julie.edwards@thanet.gov.uk](mailto:julie.edwards@thanet.gov.uk)

**Visit Kent**

**Are you signed up to the Business Barometer?**

Visit Kent is working to increase the sample of businesses that contribute to their monthly business barometer. Any businesses who don’t currently take part are encouraged to sign-up.

The Barometer is a valuable benchmarking tool for tourism organisations. All information supplied is treated confidentially.

To find out more and to sign up, head to the [Visit Kent Business website](https://www.visitkentbusiness.co.uk/insights-and-resources/business-barometer/)

**Thanet District Council**

**New Water Fountains**

This summer, drinking water fountains have been installed on Stone Bay and Viking Bay in Broadstairs and on Ramsgate Main Sands.

The fountains are part of the council’s drive to help reduce the volume of single use plastic and waste on our beaches. A fountain was installed by Margate Main Sands earlier this year and two further drinking water fountains are planned for Ramsgate and Margate, bringing the total number in the district to six.

**Council Launches Thanet Community Lotto Grants Fund (include logo)**

Voluntary, Community and Social Enterprises from all areas of Thanet are welcome to apply for grant funding through the Thanet Community Lotto of between £1,000 and £2,000.

To be eligible for a grant, an organisation must be not-for-profit, based in Thanet and its activities must achieve charitable and community aims, serving the Thanet area. These include registered charities, companies limited by guarantee, constituted community groups or clubs, Community Interest Companies (CICs) and Charitable Incorporated Organisations.

**The deadline for applications is 11:59pm Sunday 6 October** with successful applications announced w/c Monday 4 November.

Further details on eligibility and how to apply can be found on the [council’s website](https://www.thanet.gov.uk/info-pages/shared-prosperity-and-lotto-grant-funds/)

**Community Champions Programme**

Have you heard about the Community Champions Programme? The programme has been set up to support the voluntary, community and social enterprise (VCSE) sector, by creating opportunities for free networking, training and funding support as well as working with the sector to help build capacity and promote collaboration.

The programme includes a free leadership course with Stronger Kent Communities, training with Social Enterprise Kent, volunteer support with Kent Coast Volunteering and funding support and mentorship with Funding for All.

The programme is being managed by Thanet District Council as part of the UK Shared Prosperity Fund and is commissioning local VCSE organisations to deliver.

To find out more detail, visit the website [Community Champions Programme](https://www.thanet.gov.uk/info-pages/community-champions-programme/)

**Other News**

**Kent Coast Volunteering**

Kent Coast Volunteering (KCV) is the ‘go-to’ organisation for all things volunteering in Thanet, Dover, Folkestone and Hythe.

They deliver the Community Champions Programme which is designed to strengthen and support local charities and social enterprises in Thanet. KCV is running a series of FREE monthly Network and Knowledge events, and monthly Best Practice Training sessions, as part of the Community Champions Programme which is funded by Thanet District Council as part of the UK Shared Prosperity Fund.

To find out more about the organisation, how they can help you and events coming up, visit their website <https://www.kcv.org.uk/>

**Tourism South East Visitor Sentiment Survey**

Tourism South East and Destination Partners are looking for feedback on your holiday plans for 2024/25. This information helps businesses and destinations to understand what travellers are thinking, doing, feeling and planning for future travel. Please take a few moments to [complete the survey](https://online1.snapsurveys.com/interview/e421a097-37ca-4d8f-a96d-2190f6b7137a),to be in with a chance to win a £30 voucher!

**Eventbrite event FREE hosting**

Following feedback from customers, Eventbrite has decided to keep listings FREE for an unlimited number of events of any size. This will be good news for organisers.

For more information head to the [Eventbrite website](https://www.eventbrite.co.uk/blog/free-to-publish-events)

**Your News**

**Monkton Nature Reserve needs volunteers!**

Can you spare some time to volunteer at Monkton Nature Reserve, one of Thanet’s hidden gems, and an oasis of calm? The reserve is a friendly little site, with just 16 acres, and is always keen to find new volunteers. There’s a variety of volunteering opportunities, including conservation (large and small projects), retail, catering, selling pre-loved books and curating the museum.

If you’re interesting in helping out, for any length of time on a Tuesday, Thursday, Saturday or Sunday, between 10am – 4pm, please email [Volunteering@monkton-reserve.org](mailto:Volunteering@monkton-reserve.org)

No previous experience is necessary. Training can be given and where appropriate PPE will be provided along with tea and biscuits!