

November's Tourism Matters: Your Monthly Tourism Briefing

Dear Tourism Industry Colleague,

There is definitely a cooler feel to the air and Christmas lights and decorations are starting to appear.

In this issue, we bring you details of FREE training opportunities, we ask for your information to help us with website and newsletter content, plus announced nominations for the VisitEngland's Tourism Superstar Awards opening and bring you the latest on council projects.

Skills and Training

Welcome All Customers Training: Enhancing Accessibility and Inclusivity

Feedback from the accessibility survey sent out in October indicated businesses need training in accessibility and inclusivity.

We're delighted to announce an upcoming **Welcome All Customers** training session, designed to explain the importance of providing excellent service. This essential training will help you provide an inclusive and welcoming environment for visitors, staff and volunteers.

Understanding the needs of all visitors is important ethically and legally, but makes great business sense- the spending power of disabled people – known as the Purple Pound – contributed an estimated £14.6bn to tourism in England alone. It's also estimated that various hospitality sectors lose out on £163 – £274 million pounds per month, by ignoring the needs of disabled people.

The session will be held at the **Thanet Visitor Information Centre, The Droit House in Margate on Thursday 27 November 9am - 4pm**. Lunch and refreshments will be provided throughout the day.

Limited spaces available - Please note places for this training are limited to ensure an effective learning environment.

To register, please complete the [booking form](#)

If the course is oversubscribed, we will open a waiting list in case of cancellations. More opportunities to follow.

This training has been funded by Thanet District Council as part of the UK Shared Prosperity Fund delivery.

Neuroinclusion in the Workplace

Thursday 27 November 11am - 12pm Online via Zoom

Hospitality Action, in partnership with Elevo, invites you to a one-hour insightful webinar exploring how to build truly inclusive workplaces where every brain can thrive.

In this session, you'll:

- **Recognise workplace myths** about neurodivergence and why they persist.
- **Discuss real experiences** of neurodivergent colleagues at work.
- **Discover practical steps** to create universally inclusive team practices.

- **Explore the leader's role** in unlocking hidden strengths and shaping inclusive culture.

With **1 in 5 people identifying as neurodivergent**, understanding neuroinclusion is no longer optional – it's essential to fostering healthy, engaged, and productive teams. Let's move from awareness to action – and make inclusion a daily practice. [Register here](#)

Tourism and Visitor Services News

Tourism Team on the Road

On Thursday 2 October we attended the 'Group Leisure & Travel Show' at Arena MK in Milton Keynes, showcasing Thanet's group travel offering alongside other Kent attractions at this annual show.

This long-standing exhibition is an opportunity for group travel organisers, coach and tour operators to connect with destinations and attractions showcasing their group travel products, to get inspiration for days out and holidays.

Action please.....tell us your news and stories?

Below are the key themes we will be using in our next consumer e-newsletter (which will go out next week) and for sharing with tourism partners. We can't include you if we don't have your information.

Winter Special Offers

Following our call for special winter offers in the last Tourism Matters, we've added a page to our website, bringing together all of your content: www.visitthanet.co.uk/winteroffers of what we have found out.

If you have something you would like to be included, please send the full details to visitorinformation@thanet.gov.uk We appreciate it is a tough for businesses, and not everyone is able to offer a discount but if you have something of added value for visitors, please let us know to.

Roast at the Coast

With the seasons changing, we have updated our 'Roast at the Coast' website page to include new Thanet venues. You can find them here: www.visitthanet.co.uk/sundayroast

If you offer a Sunday roast and would like to be included, please let us know on visitorinformation@thanet.gov.uk with images of the offering in your venue that we can include and use. If you use local produce for your roast, please let know.

Festive content With Christmas approaching, we have published our Christmas web pages. New details will be added as they become available.

- Christmas events www.visitthanet.co.uk/christmas
- Santa's grottos www.visitthanet.co.uk/santa
- Pantomimes and shows www.visitthanet.co.uk/christmasshows

This information can be shared with your guests, visitors, on social media and in your newsletters.

Visiting friend and relatives is a large part of our visitor economy, including over the festive season. Let us know if you will be open over Christmas, Twixmas and New Year and if you have special events on - lets give people a reason to explore and ideally spend in

the destination and your businesses. Please let the Visitor Information Service team know: visitorinformation@thanet.gov.uk Fingers crossed for cold and crisp, blue sky days.

Visitor Information Services Opening Hours

The **Thanet Visitor Information Centre** at Droit House in Margate is open 10am - 5pm, Wednesday to Sunday during November, and until Sunday 21 December. Festive opening times will be confirmed soon.

Ramsgate Visitor Information at The Custom House, Harbour Parade, is open daily 10am - 2pm through to the end of March.

Broadstairs Information Kiosk on the promenade is closed until the start of the 2026 season.

Heritage Open Days 2026

The Heritage Open Day's working group, consisting of The Ramsgate Society, Margate Civic Society and Broadstairs & St Peter's Town Council are already beginning to plan for the 2026 festival (11-20 September).

The national theme has just been announced as '**Everyday Histories**' which will have a focus on working class stories.

If you have previously taken part, you will be hearing from the group next year. If you haven't, and would like to know more, please contact Fran on francesca.sayer-doyle@thanet.gov.uk

You do not need to get involved specifically with the theme, there are other criteria for inclusion. We welcome any organisation or individual who has any preliminary ideas for this.

Nominations open for VisitEngland's Tourism Superstar Award

VisitEngland is now accepting nominations for its 'Tourism Superstar 2026'.

The award champions anyone in the tourism industry who provides an unforgettable visitor experience such as tour guides, hotel receptionists and gallery curators.

To find out more about the awards and to submit your nomination please head to the [VisitEngland website](#). **Nominations close on Wednesday 26 November.**

Thanet District Council

Winter Gardens News

It's a milestone moment for Margate's Grade II listed Winter Gardens. Thanet District Council is going ahead with a 999-year lease and £4m grant agreement with partners Westwood One Theatre. The much-loved building will be transformed into a concert space, with bars, a drama school and a day nursery.

Work is due to start in summer 2026. The Main Hall and Queen's Hall are expected to open in April 2027. Read more about the development in the [council's newsroom](#)

Thanet Residents: What's your view?

The Annual Residents' Survey is your chance to say what matters most to you.

A number of Thanet households were sent a postcard with a unique reference number. If you got one, head to our [website](#) to complete the survey.

No postcard? No problem. Share your views in the [open online survey](#).

Surveys should take less than 10 minutes to complete. All surveys should be completed by **5pm on Monday 24 November**.

Update on a Parish Council for Margate

Earlier this year, local people shared their views on setting up a new parish council for Margate.

It's the only town or village in Thanet without a parish council, and all the services for Margate are provided by either Thanet District Council or Kent County Council.

In total, 773 responses were received. Of these, 700 (90.6%) respondents either agreed or strongly agreed with the proposal to create a Parish Council and 57 (7.4%) disagreed or strongly disagreed. A group of District Councillors is now working with officers to review the results and draft proposals. These will be presented to the Full Council in January to decide on next steps.

Pride in Place Funding

Thanet District Council is delighted to share some exciting news: Thanet has secured £1.5million in Pride in Place Impact Funding over the next two years.

This investment from central government is all about empowering local communities and making visible improvements across Thanet. The goal is to build a real sense of community pride by revitalising our places and spaces.

Officers are putting together an initial list of potential projects and initiatives, and once we have these, we'll engage with important stakeholders. Further input and participation from local residents will guide the final decision on where the money is spent.

Receive the latest news and updates on regeneration projects

- Margate Town Deal: [sign up here](#)
- Ramsgate Regeneration projects: [sign up here](#)
- Ramsgate Plan for Neighbourhoods: [sign up here](#)
- Thanet Community News: updates, funding opportunities and support aimed at voluntary, community and social enterprise organisations. [Sign up here](#)

Other News

New Owner and Publisher for Isle Magazine

Following the news at the end of 2024 that Kiki Case and Simon Abra had retired from Isle Magazine, an agreement was reached for Brightside Publishing (publishers of The Margate Mercury, The Ramsgate Recorder and The Broadstairs Beacon) to take on the publishing of the 2025 issue under licence, with a view to permanently acquiring the title.

After a successful collaboration, Isle Magazine is entering a new chapter as experienced editor Emma Dublin takes over as the new owner and publisher of the much-loved local title. Brightside will remain involved, continuing to manage advertising sales.

The Tourism team would like to pass on a big thank you to Kiki, Simon and the whole team (designers, photographers and contributors) for their hard work and dedication to the Isle Magazine publication over the last 20 years, as without them it would not have been the success that it has been.

Your News

Congratulations to [Chapel House Estate](#) which has been announced as a finalist in the 'Wedding Venue of the Year' category at the [Beautiful South Tourism Awards 2025](#). The winners will be announced on Tuesday 9 December.

Chapel House Estate has also been shortlisted as a Regional Finalist in the 2026 [Wedding Industry Awards \(TWIA\)](#) for Venue (Barn), South East. The winners will be announced on Tuesday 25 November .

Drapers Windmill has recently been granted Grade II* Listed status by the Department for Culture, Media and Sport on the advice of Historic England.

The Grade II* listed status puts Drapers Windmill in the same category as the 1930s Dreamland Cinema and Clock House at Ramsgate's Royal Harbour.

The Margate Civic Society recruitment drive

The Margate Civic Society is on the lookout for new members. It aims to encourage high standards of architecture and town planning in Margate; to stimulate interest and care in the history of the area; and to encourage the preservation, development and improvement of features of general amenity and historical interest.

The Society holds monthly meetings, with interesting talks, on the third Thursday of each month from March to October except August. Dates of the 2026 meetings can be found on the society website.

Meetings are at Holy Trinity Hall, St Mary's Avenue, Margate CT9 3TN, starting at 7.30pm. Everyone's welcome, with a small fee for non-members.

For further information and details of how to join, visit the society's website at www.margatecivicsociety.org.uk or contact Membership Secretary, Christine March, at membership@margatecivicsociety.org.uk or on 07752 456519.