

## MARCH 2021 NEWSLETTER

### **New board members**

We would like to extend a warm welcome to our new members on the Clwydian Range Tourism Group board – David Metcalfe from the Holly Bush Inn in Pontcysyllte, and Jenny Williams from The Laundry Garden in Llanraedr. Their input will be much appreciated over the coming year.

If you would like to become a board member, there are still vacancies; please drop Christine a line on [Christine.crtg@gmail.com](mailto:Christine.crtg@gmail.com) for further details.

### **Latest easing of lockdown rules from Saturday 27<sup>th</sup> March**

From tomorrow, Saturday 27<sup>th</sup> March, the 'stay local' rule will be lifted and self-contained holiday accommodation in Wales can reopen for those who live here.

Up to 6 people from 2 different households will also be able to meet outdoors.

More details available here:

<https://gov.wales/wales-tourism-sector-starts-re-open-restrictions-are-relaxed>

### **Preparing to Re-open**

As you prepare for re-opening, you will need to be aware of the [guidance for Tourism and Hospitality businesses](#).

Coronavirus Regulations require you to carry out a **specific COVID-19 risk assessment**, just as you would for other health and safety-related hazards. The risk assessment must be done in consultation with any staff and representatives (recognised trade union or a representative chosen by workers) and be made available to your staff.

A useful template is here: [HSE \(Health & Safety Executive\)](#).

### **CRTG/County Council Online Forum**

Please find below the Eventbrite invitation for the Online Forum on Wednesday 30<sup>th</sup> March. To book your place, please click on the link below to register online. An email with the Zoom details will be sent a couple of days before the event.

The three council representatives will address the main issues arising from the recent CRTG survey results, as well as outlining their plans for the tourism sector for 2021, as much as they are able, given current restrictions. They are also interested in hearing your ideas.

<https://www.eventbrite.co.uk/e/the-latest-tourism-news-from-flintshire-and-denbighshire-cc-and-wrexham-cbc-tickets-145522231913>

## Clwydian Range & Dee Valley Area of Outstanding Natural Beauty (AONB) / Denbighshire Countryside Service



Parking and toilets at all sites are now open. However, please encourage visitors, where possible, to avoid visiting key sites during weekends - Moel Famau, Horseshoe Falls and Loggerheads (especially if the weather is nice). Suggested other sites are Penycloddiau, Bryn Alyn, Coed Nercwys and Pen y Pigyn.

Please encourage visitors to be responsible –

- Put your litter in a bin or take it home with you
- Please don't light fires or barbecues in the countryside
- Park in designated parking areas only
- Plan your trip well to respect local residents
- Keep your dog on a lead around livestock

The AONB also lit up two of our most iconic landmarks - Jubilee Tower and Castell Dinas Bran - on Tuesday night, as part of the nationwide Day of Reflection.



**“Let's Shape the Future: working in partnership to reconstruct a resilient future for the visitor economy in Wales”**

A new [recovery plan for the tourism, hospitality and events sector](#) has now been published by Visit Wales.

Given the uncertain path to recovery for our industry, the intention is for this plan to evolve, providing an important bridge back to the Strategic Plan for the sector "[Welcome to Wales: Priorities for the Visitor Economy 2020-2025](#)".

## **Business Restrictions Fund**

### **Non-Domestic Rates (NDR) Linked Grants**

Following the First Minister's announcement on 12 March 2021, two new Non Domestic Rate linked grants are being introduced:

- The additional support will help businesses in the hospitality, tourism, leisure and non-essential retail sectors that pay non-domestic rates and will operate as a top up to the Restrictions Business Fund.
- This will see an eligible business with a rateable value of £12,000 or less receive an extra £4,000 grant payment.
- Firms with a rateable value of between £12,001 and £500,000 will receive £5,000.
- The funding, which will help businesses with their costs up to 31 March 2021, will be available to firms regardless of the number of employees and ensures micro businesses benefit from the support.
- Local authorities will again be administering and distributing both these payments.
- Businesses that pay non-domestic rates and have already received a payment since the firebreak in October via their Local Authority do not need to take action and will begin receiving payment via the Restrictions Business Fund into their bank account during March 2021.
- However, for businesses that have not registered with their local authority, registration process will open from Monday 15 March 2021 and the application window will close at 5pm on 31 March 2021.
- Please continue to check your Local Authorities website for access to the registration and application process.
- <https://businesswales.gov.wales/coronavirus-advice/restrictions-business-fund>

### **Local Discretionary Grant**

The Discretionary Fund remains open to new applicants in those Local Authority areas yet to award their allocation in full until the 30 March 2021 and we continue to consider the case for further funding from April onwards. Please continue to check the Business Wales website for updates.

### **Stay Eat Do**

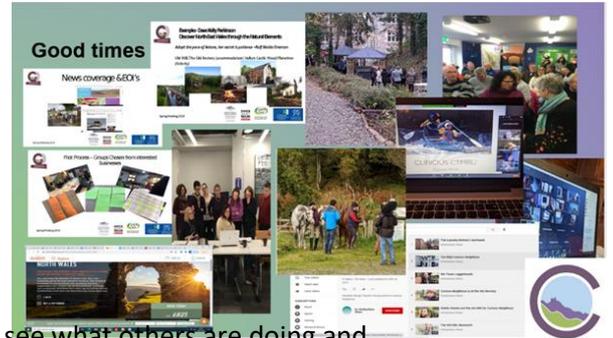
On 31st March this year, Cadwyn Clwyd funding for the Stay Eat Do project which started Nov 2018 will come to an end. However we will try and secure funding in order to continue the many successes of Stay Eat Do viz networking and workshops.

It has had its moments! The new Package Travel Regulations, and more recently the Welsh Government lockdown of the tourism sector and restrictions on the promotion of tourism.

But like all good projects, there are things that went well, and things that didn't, and solutions that had to be found.

The Highlights were many...but to name a few -

- Great Networking Events at The Brenig and Ruthin Castle – and generally putting businesses in touch with each other
- 4 really good Social Media Workshops
- 4 workshops to help develop new “Experiences” for visitors to the area – hosted on AirBnB
- An innovative “looking through the keyhole” event – Curious Neighbours so that providers could see what others are doing and benchmark themselves
- And fabulously we supported 66 businesses over the period!!



The final report on the project will be released very soon. there has been some feedback on the previous CRTG survey, so please scan that on the website.

Thank you for all of your support over the last 2 and half years

See you soon.

Best wishes Julie

## Skills and Training

We had a number of requests for training on designing a website and other marketing/PR skills, in the replies to our recent survey. You might find the following links are helpful.

### **New dates for webinars to help tourism and hospitality business get digital**

Please note, Superfast Business Wales have added new dates to their Tourism and Hospitality-tailored webinar series. The **free** two-part webinars are designed to show you how to use social media and email marketing to stay in touch with your customers, as well as online tools such as booking systems to help you get your business prepared for when you can safely reopen.

[Sign up for the webinars here](#), or just find out more information about free one-to-one support.

## **Business Wales Skills Gateway**

The 'We're in Your Corner' campaign will encourage firms in Wales to take advantage of the skills and employment advice and guidance that is on offer through the Skills Gateway for Business online portal.

A range of support is available such as assistance with developing the capabilities of staff to advice with recruitment and training programmes. This will help businesses move forward through the coronavirus pandemic and thrive in the future. To find out more about the programmes on offer, call Skills Gateway for Business on 0300 060 3000 or visit the [Business Wales Skills Gateway](#).

For up-to-date information on other skills, recruitment and training support for your business, as well as other support such as Wellbeing for employers and employees, visit our [Skills pages](#)

## **Urgent - Request for Holiday Accommodation Businesses to provide accommodation for vulnerable groups**

If you can help, please contact your Local Authority (LA) where we have provided a contact name and email address. For those Local Authority areas without a nominated contact email address please contact Welsh Government

[quality.tourism@gov.wales](mailto:quality.tourism@gov.wales) (Denbighshire and Flintshire)

[Tracy.Hague@wrexham.gov.uk](mailto:Tracy.Hague@wrexham.gov.uk) (Wrexham)

## **Supplier members of CRTG**

We have several members who are suppliers to the tourism industry, and their details can be found here: <https://crtgmembers.co.uk/directory>

We invited our suppliers to introduce themselves in the newsletters we send out, and Incline Outdoors kindly sent this for inclusion:

**Incline Outdoors** is an outdoor clothing and equipment shop that hopes to provide all that is needed by the recreational hiker. With a high street shop on the way we can't wait to be able to tell you more. We decided that we wanted to join the group so that we can get to know some of the local businesses that form the great tourism and leisure industry that surrounds the Clwydian mountain range. We look forward to meeting you all not too long from now.



Our web address is <https://inclineoutdoors.uk> .  
The phone number is 01824 562 151.