

**NewquayCouncil**

Visit Newquay Information Centre

To: Community & Tourism**CC:****Date of Meeting:** 12th September 2023**Time of Meeting:** 7pm**Location:** Council Chambers

1 Any recommendations to committee to be agreed at the meeting**Trailer Wrap**

The Trailer wrap needs replacements as this has not been replaced since it was purchased in 2019. The following 3 quotations have been received. They are like for like quotations to remove the old wrap and put on the replacement wrap.

Company	Details	Price (plus VAT)
Perran Signs Perranporth Signs and Graphics , The Industrial Estate, Station Road, Perranporth, TR6 0LH	Full rewrap of Visit Newquay Trailer sizes as previous	£2,785.00
The Cornish Print & Sign Company Trevena House, Trevena Terrace, Newquay, Cornwall TR7 1LJ	Artwork: Customer supplied print-ready file(s) Price includes removal of existing wrap and glue residue, cleaning of panels, and re-wrap with similar coverage to existing in Polymeric vinyl with a matt laminate to face)	£3,832.31
Cooper Signs , The Parade, Malpas Road, Truro, Cornwall, TR1 1UJ	Price includes removal of existing wrap and glue residue, cleaning of panels, and re-wrap	£1,514.00

Siting the TIC Trailer on Killacourt for the Summer

Environmental Services have asked if the C&T committee would consider for the trailer to be sited at the Killacourt for the remainder of the summer months.

In 2024 we would like to take it down to the Killacourt for the first Town Council event and take it back to Mount Wise after the last Town Council event. It will be taken from the Killacourt to Royal Cornwall and any other events the committee would like it to go to. It makes sense to leave it at the Killacourt each time to save on wear and tear. In 2023 events on the Killacourt started on 2nd July and finished on 9th September that would be the kind of time frame we would be looking at in 2024. This site would be partly covered by CCTV and I believe that the committee is looking to extend the CCTV cover on Killacourt to incorporate the Bandstand and the Changing Places toilets. Consideration to be given to covering this area as well.

Trailer Operational Times

In the past the trailer has been open in line with normal TIC opening hours, except for where the event requires something different within the booking terms and conditions, such as the Royal Cornwall Show requires you to be open until 18.30.

Feedback was received with regard to the trailer opening times at events. Please could the committee provide some guidance on their wishes for the trailer opening times moving forward. Specifically, the following events:

Event	Current Times	Suggested Times
Killacourt Events	M-F 17.30 Saturday and Sunday 16.00	No change
Royal Cornwall Show	Close at 18.30 (contract)	n/a
NEC	Close at 18.00 (contract)	n/a
Boardmasters	Friday 17.30 Saturday and Sunday 16.00	10.00 to 20.00

When reviewing the Boardmasters closing time, consideration should be given to the safety of staff given the location and environment.

Please note that extending the opening hours and attending external events impacts on the number of staff/volunteers required to attend given the weight of the opening and setting up the trailer. This requires 3 team members.

Trailer at Boardmasters

The TIC have attended Boardmasters for a number of years now and have always found it to be a very positive event. However, the event has grown and now starts on a Wednesday. However, this is not the main site where the TIC is sited it is within the campsites, so it is felt not necessary at this time to be onsite on the Wednesday. Previously we have only worked Friday Saturday and Sunday.

If the committee could give a recommendation for the days and times of opening and closing please.

All events are weather permitting and reliant on staff being available to cover.

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General update on any activities since last meeting

Visit Newquay Tourist Information Centre (TIC) is currently on Summer opening times Monday to Friday 9am – 5.30 pm Saturday and Sunday 10am – 4pm.

TIC Office

July and August have been busy as we would expect. We have had two student groups visit the TIC one from Northampton and one from Falmouth University. The manager had a short Q&A with the group From Northampton and Mark Godsell gave a talk to the students from Falmouth.

The students from Falmouth came with their tutor Natalie Semley who had worked with the TIC on the Explore Newquay App. If you haven't already downloaded the App, please do it's great and it is free. Newquay TIC created posters social media posts, and a website page on Visitnewquay.org for this the TIC received payment of £1,179.00 from Falmouth University for creating these promotional materials.

Below is the image for the website header and the link to download App
https://geotourist.com/tours/6827/Newquay_Discovery_Trail



Good News

Visit Newquay Tourist Information Centre has been awarded £9,000.00 to work with Experience Newquay, a tender was submitted slightly over what was on offer from Experience Newquay, however they seemed to like what we offered and gave us the full amount. Its main focus is on bringing people to Newquay in the shoulder months and leave a legacy for years to come. . We will be working in collaboration with Newquay BID and Visit Cornwall. Attached is the tender Visit Newquay submitted.

Boardmasters:

The trailer was taken up to the Watergate site on Monday the 7th of August by 2 members of staff one from the Environment Services and the maintenance operative the Visit Newquay manager went up to oversee things went ok. The trailer was in the same location as last year. 2 TIC staff on Friday it was sunny TIC asked if the events coordinator could come up with the camera and take some photographs for socials and the visit Newquay website, Saturday was really windy, unable to put anything out from the trailer, Sunday was really damp and again unable to put anything out. From a TIC point of view, the festival seemed to go ok, without too many incidents. Visit Newquay ran a competition to win a Stand-Up Paddleboard with around 300 sign-ups, most of those collected on Friday as the weather put people off walking around on the other days.

Trailer on The Killacourt

Unfortunately, due to bad weather conditions, the trailer was unable to be opened up on 22nd July for PRIDE. The manager made a decision to keep it closed due to staff health and safety the rain and wind weren't on our side. It will be there and open weather permitting for the closing session and the Summer Finale.

What's On

Click the links below to see what's happening in Newquay over the coming months.

<https://www.visitnewquay.org/whats-on>

<https://www.visitnewquay.org/whats-on/killacourt-events>

3	Specific update on any actions allocated in the previous meeting
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N/A

4	Any key issues the Manager/Working Party/Lead Member wishes to draw to the committee's attention
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There have been some issues with the kiosks in the TIC to resolve the issue we would like to purchase 3 small new computers as the old ones are refurbished and are around 10 years old. They seem to be overheating too because they are locked in a cupboard. The smaller ones are brand new computers and cost around £120 each.

To be funded from the 2023/24 IT Revenue Budget - Computing Costs**5 Any suggestions for improvements**

N/A

6 A look forward to making committee aware of any up-and-coming issues to be planned for

N/A

7 Any decisions are taken under delegated authority by Officers or WP

N/A

8 Any new decisions requiring committee resolution including options and costs where possible**Trailer Wrap – Recommendation**

Accept the quotation from Perran Signs and Graphics at a cost of £2,785.00 plus VAT. Perran Signs and Graphics are the company that the Council used for the first wrap which has lasted well and is of a high quality.

To fund the replacement wrap from the TIC Earmarked Reserve and that this work is completed and ready for Easter 2024.

Report Sign Off	Signature/Name	Date
Working Party (when required)		
Chair of Committee (when required)		
Deputy Chief Executive (always required)		
Finance & Procurement Manager (always required)		
Chief Executive & Tow Clerk (always required)		