

tourismscene

Issue 16 Autumn 2011

Tourism news & views for businesses across the City Region

River Festival – On the Waterfront



**The Mersey
Partnership**

THE OFFICIAL TOURIST BOARD
FOR THE LIVERPOOL CITY REGION

Visit Liverpool.com

Welcome



This has been an extremely encouraging year so far for the Visitor Economy across Liverpool City Region.

Latest research shows that 71,000 more rooms were sold in the City Region in the first 7 months of 2011 than in 2010. That's over 200,000 more than in 2009. Hotel room occupancy for the same period is also up on the same period in 2010 with very strong weekend performance at an average of 84%. Both Liverpool ONE and Liverpool John Lennon Airport are seeing improved footfall and passenger numbers (both up c.200,000) on last year and attractions are performing strongly. Our brand new Museum of Liverpool has announced 250,000 visits in its first four weeks.

We are delighted to welcome new faces to the TMP Visitor Economy Committee (VEC) namely, Chris Bliss, Estate Director at Liverpool ONE, Robert Nadler, Chief Executive of base2stay Liverpool, and Max Steinberg, Chief Executive of Liverpool Vision. With support and input from the Visitor Economy Panel, this strengthened VEC is tackling some of the key issues facing our sector such as attracting more visitors to the destination midweek and you can read more about this inside.

So far this year we have produced the new Visitor Guide, Conference Portfolio, Events Guide and Travel Trade Guide and launched the latest national destination advertising campaign.

At the TMP annual tourism awards in May, our judges were impressed by the array of top quality businesses and we wish all those going forward to the national awards the very best of luck. This summer has seen thousands of visitors come to the City Region for an exciting range of events including Mathew Street Festival, Southport Flower Show, René Magritte: The Pleasure Principle at Tate Liverpool and Southport, Wirral and Liverpool Food and Drink Festivals not to mention the forthcoming River Festival – On the Waterfront. We look forward to a season of entertaining, trophy-winning football, the Wirral Golf Classic in September, the Liverpool Marathon on October 9 and the opening of the new Saints stadium in St.Helens in the New Year as we maximise opportunities for the City Region during the countdown to London 2012.

Lorraine Rogers
Chief Executive
The Mersey Partnership

More opportunities to shine at VisitEngland Awards

VisitEngland has announced that up to three finalists from 11 eligible categories of this year's TMP Tourism Awards can be put forward for the national VisitEngland Awards that take place on May 22 next year. This provides greater opportunities for winners and finalists to shine nationally than ever before. TMP is working with all those eligible to fine tune their entries.

Quality, excellence and diversity across Liverpool City Region's thriving Visitor Economy were rewarded at the TMP Annual Awards 2011.

A total of 15 Awards were presented at the May 26 event, which was organised by TMP and hosted by BBC North West Tonight presenter Ranvir Singh.

77 shortlisted finalists from across Liverpool City Region went head-to-head across 15 categories covering attractions, accommodation, bars, restaurants and business tourism, and for the first time included the Culture and Heritage Experience of the Year category.



The Mersey Partnership Annual Tourism Awards 2011

EXCELLENCE IN CUSTOMER SERVICE
Sponsored by Hotel Indigo Liverpool

Winner
Kevin Roberts, Liverpool ONE

TOURISM MARKETING INITIATIVE OF THE YEAR
Sponsored by Liverpool Football Club

Winner
Tate Liverpool for Picasso: Peace and Freedom

SELF CATERING ACCOMMODATION OF THE YEAR
Sponsored by Merseytravel

Winner
Herons Well Holiday Cottage

CULTURAL AND HERITAGE EXPERIENCE OF THE YEAR
Supported by BBC Radio Merseyside

Winner
Tate Liverpool for Picasso: Peace and Freedom

BAR OF THE YEAR
Winner
The Wro Bar & Lounge

TASTE
Sponsored by Merseytravel
Winner
The London Carriage Works

SMALL VISITOR ATTRACTION OF THE YEAR
Winner
The U-boat Story

LARGE VISITOR ATTRACTION OF THE YEAR
Winner
Liverpool Football Club Museum

EXCELLENCE IN BUSINESS TOURISM
Winner
BT Convention Centre

GUEST ACCOMMODATION OF THE YEAR
Sponsored by by Liverpool ONE
Winner
Knowsley Hall

EXCELLENCE IN SUSTAINABLE TOURISM
Sponsored by Scottish Power
Winner
ACC Liverpool

RETAILER OF THE YEAR
Sponsored by Liverpool City Central Business Improvement District

Winner
Utility

TOURISM EXPERIENCE OF THE YEAR
Sponsored by ACC Liverpool
Winner
The John Moores Painting Prize at Walker Art Gallery

HOTEL OF THE YEAR
Sponsored by Liverpool Vision
Winner
Hope Street Hotel

TOURISM EVENT OF THE YEAR
Sponsored by Stena Line Irish Sea Ferries
Winner
The John Smith's Grand National

The Mersey Partnership
Annual Tourism
Awards
2011

£350K national destination campaign

TMP has launched a host of marketing initiatives with a budget in excess of £350,000 to boost the number of short break visitors to Liverpool City Region over the summer and autumn.

This includes the national advertising campaign, which launched in June and ran through to August. The ad showcases just some of the

great events happening this year, such as the new Museum of Liverpool opening and the René Magritte exhibition at the Tate – in addition to highlighting the City Region's culture, heritage, sport and music offering – as well as our iconic waterfront and ferry. The campaign ran in weekend supplements such as the Sunday Times magazine, Guardian Weekend and Mail on Sunday's You magazine. Also in travel titles such as Condé Nast Traveller and Lonely Planet, as

an online banner ad (with the Guardian, Telegraph and Evening Standard) and on key London Underground stations.

It is still too early to measure the full impact of the campaign but on the day the campaign launched there was a 35% increase in unique visitors to VisitLiverpool.com and in July over 100,000 hotel rooms were sold in the city in one month for the very first time. Across the LCR nearly 222,0000 rooms were sold – again, another record. Room yield was also up for July – the highest for 2 years.

The 2011/12 edition of the Visitor Guide for the City Region is also available. The high quality, free, 150-page Guide features more than 300 tourism businesses, including attractions, hotels, bars and restaurants. Other recent publications include the latest Conference Portfolio and the Events Guide.

If you would like to advertise in any of the 2012/13 editions of these publications please contact the Visitor Economy Marketing team.



Your complete Events Guide for the season

The latest edition of the Liverpool City Region Events Guide is available now.

The 48 page colour publication showcases our world class cultural offering and is packed full of events and attractions covering the period August to November inclusive.

The cover highlights the stunning new Museum of Liverpool which opened in July and includes features on René Magritte at Tate Liverpool, Mersey River Festival, Homotopia and Southport Flower Show to name a few.

A special Beatles-themed Day Tripper

pullout was also included to coincide with the Mathew Street Festival and International Beatles Week.

The free guide is produced by the Visitor Economy Marketing team. 60,000 copies are produced and distributed across the UK including key sites in London such as Tate Britain and Tate Modern.

The guide is also available to download from VisitLiverpool.com.

Want to know what's happening next year? Ask TMP's Natasha Qureshi to add your name to our mailing list for the City Region Event Planner.



LCB conference wins net £10m

Liverpool Convention Bureau has won 8 bids for conferences with an estimated economic impact of £10.3m to Liverpool City Region.

These include:

- **European Congress on Obesity** (2,500 delegates – May 2013) won for Liverpool with the help of local Ambassador Professor John Wilding in competition with Manchester, Moscow, Copenhagen, Munich and Gothenburg.
- **European Conference on Head and Neck Oncology** (800 delegates - April 2014) won for Liverpool with the help of local Ambassadors Dr Terry Jones, Dr James Brown and Dr Richard Shaw.
- **European Society of Surgical Oncology** (400 delegates – September 2014) won in conjunction with the BT Convention Centre and local ambassador Dr Graeme Poston in competition with Athens, Geneva and Berlin.

2011 has already seen Liverpool welcome delegates from a number of major conferences including the Royal College of Nursing, the Association of Corporate Treasurers, European College of Sports Science and the 23rd International Symposium on Chiral Discrimination. Next we have the Global Leaders Congress (September 11-14), The Labour Party Conference (see page 7), GIRO (October 11-14), Royal College of GP's (October 20-22) and LIFE (November 20-22).

England's Golf Coast in your pocket



A new pocket guide has been produced by the Visitor Economy Marketing team to help drive high spending golfers to the region.

The 16 page A5 publication has been developed to complement the main England's Golf Coast guide and features stunning newly commissioned photography of the regional golf courses. The pocket guide is a taster to what England's Golf Coast offers and is already popular with key stakeholders across the region.

Thousands of guides have been distributed at recent golfing exhibitions, Golf Live and the Open Championship.

The England's Golf Coast pocket guide is available from the Visitor Economy Marketing team.

▶ For more information contact Terri Harrison at TMP

BBC Showcase comes to town



BBC Showcase is a unique annual sales fair hosted by BBC Worldwide's Sales & Distribution business.

Top international TV execs fly into the UK to spend an average of 10 hours a day watching the latest titles from BBC Worldwide's extensive catalogue. The unique event has been going from strength to strength since its debut

some 35 years ago and the four day trade fair regularly attracts more than 500 buyers from all over the world. The event is moving to Liverpool, having taken place in Brighton since 1987. In 2012, BBC Showcase will be held in its new home – the Arena and Convention Centre Liverpool (ACC Liverpool) February 26-29.

River Festival – On the Waterfront

Don't miss the return of the River Festival as the bustling atmosphere carries across the Albert Dock, Pier Head and the Cruise Liner Terminal, bringing you 8 days of maritime madness for the final instalment of 'On the Waterfront' 2011.

As well as visits from two majestic liners and an RAF fly past, MOBO award winner Beverley Knight will perform a free outdoor concert on the Pier Head, starting at 7.30pm on September 10.

Festival highlights are the two visits to the City of Liverpool Cruise Terminal by Cunard liners. The new Queen Elizabeth makes its maiden call at the city on September 8 followed a week later by the return of the largest liner in the world, Queen Mary 2 on September 15.

➤ For more information call 0151 233 2008 or visit www.liverpoolonthe waterfront.co.uk



Cruise Turnaround

The City of Liverpool Cruise Terminal could be permitted to change the way it operates under proposals put forward for consultation by Shipping Minister Mike Penning – potentially paving the way for passengers to start and end their voyages in the city.

As there was deemed to be potential for unfair competition with other UK ports, operations at the terminal are restricted to cruises calling at the city as part of a longer trip and currently do

not allow for cruises to start and end in the city.

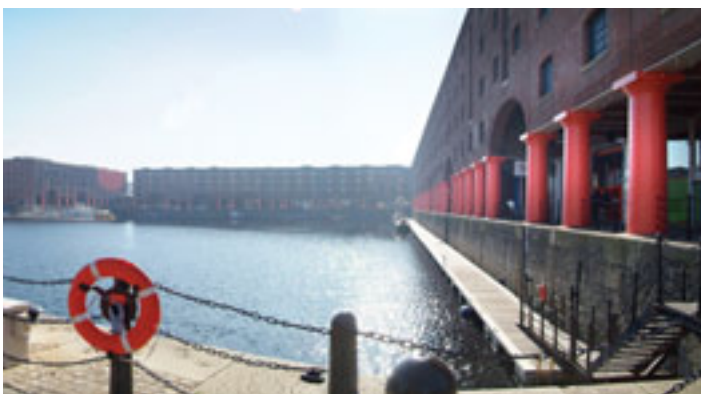
Liverpool City Council has put forward proposals for a partial repayment of public subsidy in return for a lifting of these

restrictions. The Government is now consulting on a potential way forward based on these proposals.

Shipping Minister Mike Penning said: "Liverpool has a rich maritime heritage spanning many centuries, and I am keen to see that continue. However, I have been clear throughout this process that I am equally committed to ensuring fair competition across all UK ports."

The proposals put forward by Liverpool City Council include a repayment of £5.3m spread evenly over 15 years. A targeted consultation of port operators and other interested parties will now take place until September 15. A final decision on whether to approve Liverpool City Council's application is expected before the end of the year.

Coach Welcome at Albert Dock



Following the huge popularity of the pilot Liverpool Coach Welcome Scheme hosted by Liverpool Cathedral, Liverpool City Council's Tourism Team in partnership with some of Liverpool's major attractions, are introducing a second Coach Welcome Scheme at Albert Dock to improve the visitor experience at one of the most popular attractions in the North West of England.

Thousands of coach passengers

receive a personalised Liverpool welcome, a city centre map and information about what there is to see and do in the city at that particular time. The coach driver can also get advice about coach parking in the city centre and enjoy free refreshments.

Coach companies can book ahead online to receive the tailor-made service.

➤ For more information visit www.liverpooltraveltrade.com

Driving mid week business

A special sub group of the Visitor Economy Committee is looking at ways of driving more footfall and spend to businesses mid week, following analysis that has shown a stark contrast in the weekly pattern of business.

Detailed studies show that overall destination performance is being held back by weak mid week business despite the continuing growth in weekend demand.

Robert Nadler (base2stay, Liverpool), who chairs the new sub group commented: "Tackling the mid week market has to be a priority for hotels across the City Region. There is a great sense of commitment and energy from the private sector behind mid week market initiatives and we believe we can really make a difference by pooling resources and undertaking some simple

but effective initiatives."

Quick wins include improving our positioning with coach operators, stepping up our sales efforts to bring in smaller residential meetings and events, encouraging delegates attending conferences here to extend their stay or return with their families and targeting the 'E grey' by focusing on those heritage and cultural assets likely to appeal to those with the flexibility to travel mid week.

► For more information contact Robert Nadler at robert@whic.co.uk

£15m boost from Labour Party events

The Labour Party Annual Conference will be taking place in Liverpool from September 25-29. It will bring over 11,000 delegates including up to 2,000 press and media to the city and inject over £15m into the local economy.

Some 500 fringe events are expected across the city. Liverpool Convention Bureau (LCB) is providing the booking service for around 1,000 Constituency Labour Party delegates. Rooms are still being requested, and LCB will have staff on the information desk in the Galleria at ACC Liverpool to assist with last minute enquiries – please update your room inventory on VisitLiverpool to help us sell



any available rooms!

The 'Liverpool Delegate Welcome' was launched earlier this year. This is an initiative which builds on Liverpool's reputation as a friendly city, offering delegates the warmest of welcomes and an incentive to return. The scheme has attracted great interest and PR coverage, and has already won the 'Innovation of The Year' award at Confex.



New Evoque Launch

LIVERPOOL's role as host to the global media launch of Jaguar Land Rover's new Range Rover Evoque generated huge interest in the city.

Around 800 journalists and broadcasters from all over the world visited the home of this exciting new car during a month-long launch

programme masterminded by JLR's global events team.

The team was assisted in their meticulous planning for the huge event to showcase the Halewood-built model by a variety of partners and organisations in the City Region including TMP members.

As well as reviewing the new car many of the visiting

media have profiled the destination and venues on their itineraries, including many city centre locations and attractions.

TMP has supplied broadcast quality, high definition video material of the destination for a range of the visiting TV companies whose programmes will be shown in

the coming weeks before the new car arrives in showrooms around the world.

Lorraine Rogers, TMP Chief Executive said: "As well as putting the City Region in the spotlight, there is a significant economic impact from all the activity taking place here during the global media launch."

Visitors flock to Museum of Liverpool

The Museum of Liverpool, the largest newly-built national museum in Britain for more than a century, opened to the public for the first time on Tuesday July 19. It has already attracted over 250,000 visitors in its first 4 weeks.

Professor Phil Redmond CBE, chairman of National Museums Liverpool said: "Liverpool's waterfront is known the world over and we are pleased to be welcoming visitors to what is undoubtedly a stunning addition to that World Heritage Site. Liverpool's role in history is also known the world over,

as is its iconic symbol, the Liver Bird. It is fitting then that the first purpose-built museum to examine a city's role in world history, opened its doors 100 years to the day that the Liver Building itself opened for business."

Visitors to the new Museum are able to see for themselves the magnificence of the Liver Birds, in one of the galleries overlooking the Three Graces. Janet Dugdale, director of the

Museum of Liverpool said: "Until now, people have found it very difficult to grasp the sheer size of the birds that perch on top of what was once the tallest building in Britain. Visitors in the People's Republic gallery will now be able to stand next to an 18ft life-size Liver Bird, whilst looking across at the real thing."

► For more information visit www.liverpoolmuseums.org.uk



New Museum of Liverpool

Festival Gardens bloom again

Liverpool's new-look Festival Gardens site opens its gates in November following a £3.7m restoration. Owner and developer, Langtree, has now completed the first phase of its proposals to regenerate this 90-acre site.

The first phase of works has centred on the restoration of the former gardens and has included the creation of four

new bridges, 2km of newly created pathways, 5,000 decorative pagoda roof tiles sourced from China and the planting of more than five million wild flower seeds.

Leading Japanese landscape architect, Satoru Izawa, was flown in especially to support the restoration of one of the site's original features, the Japanese Garden, which stands

alongside an Oriental Garden, featuring a fully restored Chinese pagoda and Moon wall.

Originally conceived as the centerpiece of Liverpool's early regeneration efforts, the site was home to the International Garden Festival for five months in 1984.

Langtree began works to restore the gardens early last year, with

the support of the Northwest Regional Development Agency. The ongoing long term management of the site, which will be open to the public, will be delivered by the Land Trust working in association with Groundwork Merseyside.

► For more information contact Barry Gregory at gregory@paversmith.co.uk

New hotels open

Hotel Indigo Liverpool is the latest boutique hotel to arrive in the city. The hotel's design draws on the city and its cotton trading history. It features 151 luxury bedrooms, a Marco Pierre White bar and restaurant and a gymnasium. It is situated at the heart of the city centre on Chapel Street, near to key attractions including Liverpool ONE, the Albert Dock and the Echo Arena.

The 130-seater Marco Pierre White Steakhouse, Bar & Grill is already becoming one of the most popular eateries in the city.

► For more information visit www.hotelindigoliverpool.co.uk

Days Inn, situated in the heart of Liverpool's business district, a few minutes' walk from the Arena and Convention Centre Liverpool and Liverpool ONE, opened in April 2011.

The hotel has 154 spacious, contemporary rooms. Complimentary English breakfast and free Wi-Fi are also included with every room booked.

► For more information visit www.daysinnliverpool.co.uk



Hotel Indigo

Delifonseca heads dockside

Liverpool's renowned city centre deli, Delifonseca, has expanded its business by opening a second outlet in the South Docks.

Proprietor Candice Fonseca has recruited a team of more than 20 to work at the larger retail outlet at Brunswick Dock, which includes a concession taken by the traditional, high-quality family firm Broughs Butchers. The establishment also has an upmarket restaurant, with acclaimed Liverpool chef Martin Cooper in charge.

Candice said: "It's been a long time in the planning and I look forward to steadily establishing the business at Brunswick Dock."

► For more information visit www.delifonseca.co.uk

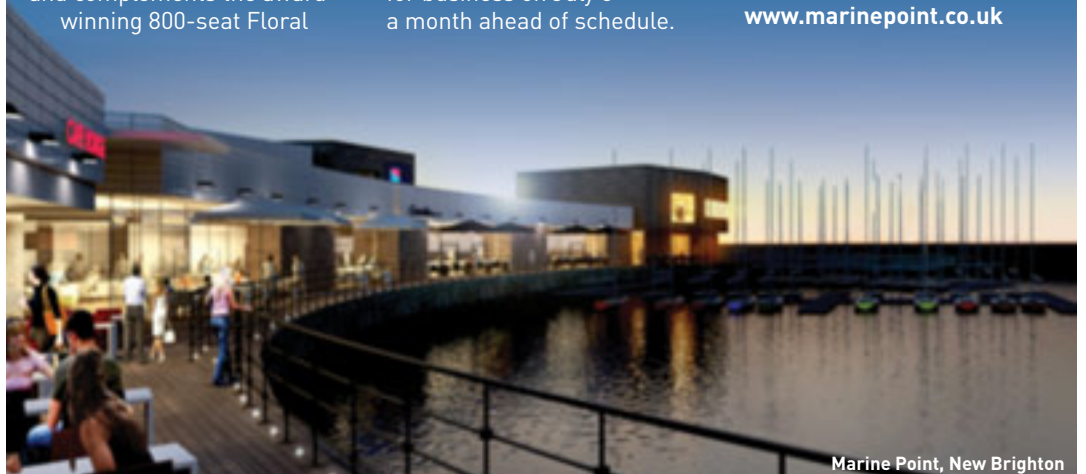
£60m 'New' New Brighton

The seaside town of New Brighton is rising like a phoenix from the ashes thanks to an amazing physical transformation that has been brought about by developers Neptune Wirral in partnership with Wirral Borough Council. The new Marine Point development has now put the coastal town firmly on the tourist map of the North West and complements the award winning 800-seat Floral

Pavilion Theatre and Conference Centre completed by Neptune in 2008. Work then began in earnest on the second part of this retail and leisure destination which embraces a casino, hotel, digital cinema, supermarket and other new retail outlets. First operator to be ready for customers was Travelodge which opened its 66-bed hotel for business on July 8 – a month ahead of schedule.

The cinema building has now also been handed over to operators The Light for fitting out. The all-digital eight screen cinema will be a popular attraction at Marine Point with the owners hoping to show films throughout the night with a licence for 24 hour screening. The cinema is expected to open this October.

► For more information visit www.marinepoint.co.uk



Marine Point, New Brighton

Help to grow and improve your business

The 'Liverpool Welcome' and 'Upselling and Service Recovery' workshops are designed for hotels, attractions, restaurants, conference venues etc – any hospitality and leisure related business with a direct visitor offering.

Look out for two new workshops that TMP is offering this autumn.

Win More Conferences and Events – a new one day workshop available via Lancashire and Blackpool Tourist Board.

Digital Marketing Academy – brand new 6 session programme helping you to promote your business online.

▶ **See back page for dates and booking details or contact Natasha Qurehsi at TMP.**

WOW – tapping into the student talent pool

LJMU understands that employers need graduates who can hit the ground running, who know what makes organisations tick and who can deliver tangible business results.

That's why five years ago LJMU took the radical step of developing a globally unique model of higher education which places effective employer engagement, work-related learning and skills development at the heart of the student experience.

Regional and local employers are working closely with LJMU's Employer Brokerage Team to provide outstanding work placements, internships and work-related learning

opportunities to students.

Employers can opt to give short term unpaid placements, ranging from 3 to 10 days in length, right up to 12 month paid placements where students effectively become part of your staff team.

▶ **Contact**
brokerage@ljmu.ac.uk,
telephone 0151 231 8048
or go to www.ljmu.ac.uk/WoW/employers/index.htm for free employer's guide.



Getting better all the time

That's the verdict of visitors to Liverpool according to the results of the latest Destination Benchmarking Survey commissioned by The Mersey Partnership and Liverpool City Council.

700 visitors were interviewed across Liverpool city centre last summer to find out what they did during their visit and what they thought about the city. Results were compared with similar surveys conducted in 2006 and 2008.

Key findings show an overall improvement in the visitor experience:

- Accommodation – visitors scored their overnight accommodation (on a scale of 1 to 5) an excellent 4.24 for both quality of service and value for money
 - Restaurants and bars – quality of service scored 4.42 and value for money 4.31
 - Shopping – the quality of the shopping environment scored a massive 4.71 and the quality of service 4.58
- This is a significant improvement on scores in previous years, no doubt a direct result of the arrival of Liverpool ONE
- General atmosphere of the city – scored an impressive 4.75, up from 4.68 in 2008 and 4.36 in 2006
 - Feeling of welcome – scored 4.73, up from 4.65 in 2008 and 4.30 in 2006

Overall 13% of those interviewed reported that they were directly influenced to make their trip by TMP's VisitLiverpool.com or the Liverpool City Region Visitor Guide.

These positive results follow on from the announcement earlier this year that the value of the Visitor Economy in Liverpool City Region now amounts to £2.8 billion and supports 41,000 jobs. Full details are included in the revised 2020 Strategy for the Liverpool City Region Visitor Economy and the 3-year Action Plan which can be downloaded from www.merseyside.org.uk/MOST.

New City Guides for Liverpool

Following the completion of two new training programmes, The Mersey Partnership is delighted to welcome over 40 new guides to boost Liverpool City Region's existing cohort of blue and green badge and other accredited guides.

As Liverpool welcomes more and more international visitors, demand for tours in different languages has increased. The Mersey Partnership, working in conjunction with Liverpool Tour Guide Service and Pool of Life Tours, has therefore recruited additional language speakers to supplement its existing pool of guides. All **International Visitor Hosts** are fluent in a second language and between them can speak French, German, Italian, Spanish, Portuguese, Finnish, Slovakian, Hungarian,

Czech, Polish, Japanese, Thai, Mandarin and Cantonese. Visitor hosts are available for guided tours, meet and greet, tour hosts and other occasions.

► For more information or to book a guide including **International Visitor Hosts** contact **Liverpool Tour Guide Service** on
Tel: 07964 515681 / 07918 655113
ltgs@hotmail.co.uk
or **Pool of Life Tours**
Tel: 0151 283 4349 / 07762 769 296
www.pooloflifetours.com/
info@pooloflifetours.com

RIBA (Royal Institute of British Architects) **Liverpool City Tours** has launched a programme of walking tours telling the story of Liverpool past, present and future. The RIBA guides lead a walking tour that puts the spotlight on key buildings and spaces that form part of the contemporary city landscape, its characters, its commerce

and its culture. Tours run every Saturday at 10.30 and 11 am on Sunday from the Equator at Mann Island (next to the new Museum of Liverpool) until September 25.

► Further information from VisitLiverpool.com or architecture.com (Liverpool City Tours).

Creating future stars of hospitality

The De Vere Group has launched a new Academy in Liverpool City Region to encourage, inspire and create talented hospitality industry stars through the provision of work-based learning. The De Vere Academy has opened sites in several locations across the country including Liverpool Silkhouse Court, Liverpool Film School in Kirkdale and Tranmere Rovers F.C. in Wirral.

The Academy learners will study for a Level Two apprenticeship in either Professional Cookery or Customer Service.

Kellie Rixon, De Vere Academy MD, says: "This Academy is about creating a sustainable, skilled workshop that will benefit the Visitor Economy throughout the UK. Most of our apprentices were not in education, training or employment when they started

and just needed an opportunity to flourish. Thankfully they are grabbing it with both hands and we are delighted with just how well they are doing."

Would your business benefit from a De Vere Academy learner?

► Contact: **Gemma Crumlin**
gemma.crumlin@devereacademy.co.uk



De Vere Academy learners

Forthcoming Tourism Business Events

September - December 2011

September

▶ **Tuesday September 6**
Liverpool Welcome Workshop
Venue: The Mersey Partnership
Contact: Natasha Qureshi on 0151 237 3940 or email natasha.qureshi@merseyside.org.uk

▶ **Monday September 19**
TMP Member Restaurant Association
Venue: Hope Street Hotel
Contact: Pam Wilsher on 0151 237 3916 or email pam.wilsher@merseyside.org.uk

▶ **Tuesday September 20**
Liverpool Convention Bureau – Hotel Revenue Managers
Venue: TBC
Contact: Kate Prescott on 0151 237 3964 or email kate.prescott@merseyside.org.uk

▶ **Friday September 23**
Knowsley Visitor Economy Network
Venue: TBC
Contact: Alison Riley on 0151 443 5592 or email alison.riley@knowsley.gov.uk

▶ **Friday September 23**
Liverpool Tourism Business Network
Venue: TBC
Contact: Paul Askew, Hope Street Hotel on 0151 705 2222 or email paul@hopestreethotel.co.uk

October

▶ **Tuesday October 4**
Upselling and Service Recovery Workshop
Venue: The Mersey Partnership
Contact: Natasha Qureshi on 0151 237 3940 or email natasha.qureshi@merseyside.org.uk

▶ **Wednesday October 19**
Wirral Tourism Business Network Steering Group Meeting
Venue: The Lyceum, Port Sunlight Village
Contact: Amanda Williams on 0151 691 8091 or email amanda.williams@wirral.gov.uk



▶ **Wednesday October 19**
Win More Conferences and Events Workshop
Venue: Conference Centre at LACE
Contact: Helen Aldous on 01257 226605 or email haldous@lbtbltd.com

▶ **Thursday October 20**
Liverpool Conference Members Meeting
Venue: TBC
Contact: Kate Prescott on 0151 237 3964 or email kate.prescott@merseyside.org.uk

November



▶ **Tuesday November 15**
Southport Tourism Business Network Destination Marketing Group
Venue: Scarisbrick Hotel
Contact: Angela Deveney on 0151 934 2331 or email angela.deveney@sefton.gov.uk

▶ **Tuesday November 22**
Southport Tourism Business Alliance
Venue: Southport Theatre and Convention Centre
Contact: Angela Deveney on 0151 934 2331 or email angela.deveney@sefton.gov.uk

▶ **Wednesday November 23**
Liverpool Welcome Workshop
Venue: The Mersey Partnership
Contact: Natasha Qureshi on 0151 237 3940 or email natasha.qureshi@merseyside.org.uk

December

▶ **Friday December 9**
Knowsley Visitor Economy Network
Venue: TBC
Contact: Alison Riley on 0151 443 5592 or email alison.riley@knowsley.gov.uk

New Tourist Board Members

Adlib Solutions Ltd
adlibaudio.co.uk
All Saints Church – the Lewis Carroll Centre
daresbury.cofe.org.uk
Bold Street Coffee Ltd
boldstreetcoffee.co.uk
Corporate Cruising
liverpoolboatcharter.com
DaDa – Disability and Deaf Arts
dadahello.com
Daytrippers Beate Taxi Tours
daytrippertaxitour.com
De-Dion Chauffeur Services Ltd
dedion.co.uk
DK Leaflets
dkleaflets.com
Edgy City Cycling Tours
edgycitycyclingtours.co.uk
JD Parties Ltd
jdparties.co.uk
Liverpool Science Park
liverpoolsciencepark.co.uk
Liverpool Theatres Management (Royal Court)
royalcourtliverpool.com
Meet and Potato
meetandpotato.co.uk
Mo'Niques
moniquescabaret.com
NML Trading Ltd
liverpoolmuseums.org.uk
Oxton Bar and Terrace
oxtonbar.co.uk
Paul Beesley – Blue Badge Guide
paulbeesley.co.uk
Puschka
puschka.co.uk
Rights and Humanity
rightsandhumanity.org
The Gallery Liverpool
thegalleryliverpool.co.uk
The Jacaranda
Tel: 0151 707 8281
Titanic Tours Ltd
titanictoursliverpool.com
Vauxhall Neighbourhood Council
vnc.org.uk

USEFUL CONTACTS...

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Tourism Scene is produced by TMP and is distributed to members and other businesses free of charge. Although every effort is made to ensure the accuracy of information contained in Tourism Scene, TMP cannot accept any responsibility for any omissions or inaccuracies it may contain.

We want to hear from you!

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merseyside.org.uk/most

Email your latest news, views and pictures to Natasha Qureshi,
Visitor Economy Development Assistant, natasha.qureshi@merseyside.org.uk

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