

HAVE A SPOOKTACULAR HALLOWEEN IN CHESTER



OCTOBER 2018

Your City Newsletter



Chester BID
Shop | Dine | Play

It's award time!



On the evening of the **16th October**, the prestigious **Chester Grosvenor Hotel** will host the **4th Annual CH1ChesterBID Customer Service Awards**.

Always a highlight of the BID calendar, the team have been working hard to ensure those hardworking businesses who deliver excellent customer service receive the recognition they deserve for ensuring visitors experience a true Chester welcome. Good customer service is amongst the most important elements of a positive customer experience and it is to the credit to our businesses that **Chester is regularly recognised as one of the UK's most welcoming cities**.

This month will also see us launch the first of a series of consultation projects which will help us to better understand the needs of our member businesses. A consultation questionnaire will be available for businesses to collect at the CH1ChesterBID Customer Service Awards and we will also deliver copies direct to store and host the questions online to make it as easy as possible for businesses to give their feedback.

I would encourage all businesses to complete a questionnaire as this will give you the opportunity to rate how the BID currently performs as well as guide its future direction. If you would like to meet with me or any of the BID team to go through the questionnaire, please get in touch with the BID office by emailing info@ch1chesterbid.co.uk or calling **01244 403680** and we can arrange an appointment.

Carl Critchlow,
CH1ChesterBID Manager



Remember to check out our Halloween events this month!



Email info@ch1chesterbid.co.uk and ask to join our mailing list for regular updates.

City Centre Management

BUSINESS ENGAGEMENT DAY

**The Palatine Room,
Chester Town Hall, Northgate St
8th November 2018 | 8.30am – 1pm**

CH1ChesterBID, in conjunction with Cheshire West and Chester Council, Cheshire Police and Cheshire Fire Service are offering city centre businesses the opportunity to meet with the CH1ChesterBID City Centre Manager and Officers from the Council, Police and Fire Service to get advice and guidance on a number of key issues that affect them.

There will be Officers from the following areas that will be available on the day to help you:

- **CWac Economic Development**
Business support
- **CWac Highways**
Highway issues including skips, scaffolds, street lighting, alfresco licenses
- **CWac Regulatory Services**
Trading standards, licensing, environmental crime and busking
- **CWac Planning**
General planning advise, advertising consent, listed building consent and signage
- **CWac Locality Team**
General queries about council services
- **Cheshire Fire and Rescue Service**
Fire safety advice
- **Cheshire Police**
Crime and disorder
- **CH1ChesterBID**
Help and support the BID can provide your business



You can book a 15 or 30 minute slot by emailing Nick White at **nick.white@ch1chesterbid.co.uk**.

In your message, please state the topics you would like to discuss, and your preferred time slot and we will do our best to accommodate you.

Open up this newsletter to reveal your Chester city centre calendar for November!

Marketing and Events

BIG CHRISTMAS GIVEAWAY

After the success of last year's BIG Christmas Giveaway, we are planning to re-run this city-wide competition!

Last year we gave away 21 prizes from independent businesses in Chester and a hamper worth over £2,500 from various Chester businesses. The competition raised the profile of Chester city centre at Christmas and gave individual businesses coverage on Dee 106.3 and in the local press.

If you would like to take part in this year's BIG Christmas giveaway, please contact Marketing Manager, Judy Tagell, on judy.tagell@ch1chesterbid.co.uk or call 01244 403680.



EXPERIENCE A CHRISTMAS YOU'LL NEVER FORGET!

We've got another jam-packed season of festive fun this year!

- Enjoy Storytelling with Santa at Storyhouse
- Meet magical Christmas elves ChELFie and ELFie
- Spot Santa at the Christmas Light Switch On Parade
- Visit the illuminated CheSTAR at Chester Cathedral
- Watch FREE Festive Film Screenings at the Grosvenor Museum
- And much more!!!!

If your business is doing something festive for your customers that you would like us to promote, please send details and an image to info@ch1chesterbid.co.uk and we will put this on our website and social media channels.



Make sure you sign up to the CH1ChesterBID e-newsletter for regular updates by emailing info@ch1chesterbid.co.uk and asking to be added to the mailing list!



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NOV 2018

MON	TUE	WED	THUR	FRI	SAT	SUN
			1	FREE FILM SCREENING: COCO 11:00am Grosvenor Museum, CH1 2DD	CHESTER FIREWORKS NIGHT 7:30pm Chester Racecourse, CH1 2LY	4
BONFIRE NIGHT 	UNIVERSITY OF CHESTER GRADUATION Chester Cathedral, CH1 2HU	UNIVERSITY OF CHESTER GRADUATION Chester Cathedral, CH1 2HU	UNIVERSITY OF CHESTER GRADUATION Chester Cathedral, CH1 2HU	UNIVERSITY OF CHESTER GRADUATION Chester Cathedral, CH1 2HU		Remembrance Sunday First World War Centenary
CHRISTMAS TREE INSTALL AND MARKET BUILD Town Hall Square, CH1 2HQ	CHRISTMAS TREE INSTALL AND MARKET BUILD Town Hall Square, CH1 2HQ	CHRISTMAS TREE INSTALL AND MARKET BUILD Town Hall Square, CH1 2HQ	CHRISTMAS TREE INSTALL AND MARKET BUILD Town Hall Square, CH1 2HQ THE ONE SHOW - BBC CHILDREN IN NEED RICKSHAW CHALLENGE WITH MATT BAKER Across the City Centre	'12 DAYS OF CHRISTMAS' LIGHT SWITCH ON PARADE 7:00pm Throughout the City Centre CHRISTMAS MARKET OPENING Across the City Centre	CHELFIE AND ELFIE IN THE CITY CENTRE Across the City Centre	FREE FILM SCREENING: FROZEN SING-ALONG 2:00pm Grosvenor Museum, CH1 2DD
			LATE NIGHT SHOPPING Until 8pm Across the City Centre STORYTELLING WITH SANTA The Den, Storyhouse, CH1 2AR CHESTER CHRISTMAS VOICES Across the city centre	STORYTELLING WITH SANTA The Den, Storyhouse, CH1 2AR	STORYTELLING WITH SANTA The Den, Storyhouse, CH1 2AR CHELFIE AND ELFIE IN THE CITY CENTRE Across the City Centre	STORYTELLING WITH SANTA The Den, Storyhouse, CH1 2AR FREE FILM SCREENING: ELF 2:00pm Grosvenor Museum, CH1 2DD FREE PARKING Chester Racecourse, CH1 2LY
			LATE NIGHT SHOPPING Until 8pm Across the City Centre STORYTELLING WITH SANTA The Den, Storyhouse, CH1 2AR LANTERN PARADE & 'WALK MY JOURNEY' PERFORMANCE 7pm Across the City Centre	STORYTELLING WITH SANTA The Den, Storyhouse, CH1 2AR	A CITY FULL OF EVENTS To find out more about our events visit experiencechester.co.uk/events	



Don't forget to send any offers, promotions or details of events you have to info@ch1chesterbid.co.uk