

experienceguildford™

Newsletter



Sept/Oct 2017



/ExperienceGford



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www.experienceguildford.com

Customer Service Awards 2017

– The Finalists!



This year we received almost 5,000 votes across text and online voting.

We are delighted to announce that the finalists in each category are as follows:

Pubs, Bars and Clubs

J D Wetherspoon, The Britannia,
The Three Pigeons

Coffee Shops

Coffee Culture, Fresco DeliKafessen, Esquires

Restaurants National

Bill's, Cote, The March Hare

Restaurants Independent

Rumwong, Olivo, Thai Terrace

Food on the Go

Five Guys, Kokoro (North Street), Meat the Greek

Health

Boots Opticians, Specsavers, Red Hot Yoga

Beauty

Toni & Guy, Champneys, Julia Lampard

Leisure and Lifestyle

Odeon, Yvonne Arnaud,
G Live

Service Providers

Street Angels, Guildford Library, Town Rangers

Professional Services

Post Office, Halifax, Nationwide

Retail Small

Bravissimo, Hotel Chocolat, Pure Collection

Retail Large

Anthropologie, Marks & Spencer, House of Fraser,
Waitrose

Retail Independent

The Bear Garden, Ben's Collectors Records,
Fitstuff



Waitrose



The Three Pigeons



Town Rangers

The finalists in each category will now be mystery shopped and the final results will be calculated by combining a percentage score from both the public vote and the mystery shop.

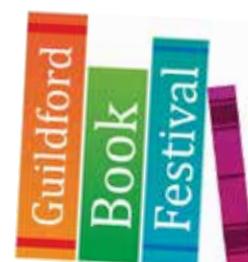
The winners will be announced at our awards ceremony on Monday 2nd October at Yvonne Arnaud Theatre. We look forward to seeing you there!

Guildford Book Festival

Surrey's largest literary festival returns for another year and will play host to some of the biggest names, bestselling authors and bright new talent, to top names from the world of entertainment, media and sport. Now in its 28th year Guildford Book Festival will once again be a place to be informed, inspired, and entertained.

This year Guildford Book Festival organisers are excited to announce that the Festival will have a new home: a dedicated Festival Marquee erected on Guildford Cricket Ground, which will play host to many of the key speakers, and act as the Festival hub. With more than 50 speakers throughout the week this year's Festival promises to be another feast for book lovers.

For further details and to book tickets go to www.guildfordbookfestival.co.uk or call the Festival Box Office on **01483 444334** or **01483 444789**.



Walkfest

Walkfest 2017 is set to be the biggest yet with a whopping 65 walks on offer throughout the month of September, aiming to get people from every part of the community out and enjoying our borough.

FEATURED WALKS

Pewley Down – Sunday 10th September

Enjoy this short walk (with a few steep slopes) and enjoy magnificent views over Guildford on this special site given to the residents of Guildford by Friary Mews Brewery after WW1.

Discover some of the unique chalkland plants and take in the scenery, before heading back for a well-earned drink at the Keep pub.

Meet at The Keep, opposite the Castle Grounds on Castle Street at 5.00pm. The walk will last around 1 hour and will also finish at The Keep.

Contact: **Pete Lambert 07940 101732** Email: pete@discoverguildford.co.uk



JabberWalky – Thursday 28th September

A gentle stroll 'round Guildford Town Centre and Castle Grounds celebrating the life and works of Lewis Carroll.

JabberWalky is a Challengers Netwalking event, aimed at getting business people out from behind their desks and chatting as they explore our wonderful town.

The event is organised by Challengers Business Club with a suggested donation of £5.00 per person.

Meet at The March Hare Pub on South Hill at 5.45pm, the walk will last around 1 hour, finishing at The Star Inn on Quarry Street.

Contact: **Susie Jewel 01483 230 060** Email: susiejewel@disability-challengers.org

For full information about all of the Walkfest walks, visit www.guildfordwalkfest.co.uk.

Guildford Jazz Festival 20-22 October

Jazz is coming to town

A three day celebration of all things Jazz showcasing some of the finest home grown and international talent currently on the circuit.

Guildford Jazz Festival is set to engage the community as a whole, by providing a mix of both free public entertainment for the whole family and ticketed events for seasoned music lovers.

Shows are taking place in various locations across the town, including the notable landmarks such the Tunsgate Arch, Holy Trinity Church, the cobbled High Street plus the newly re-furbished 'The Village'. With a variety of traditional and contemporary jazz, gospel and swing, there really is something for everyone.

"We are so excited to be bringing a Jazz Festival to Guildford. We look forward to welcoming an anticipated 30,000 people over the three days

and would like to thank Visit Guildford, Experience Guildford and Guildford Council for their support in making this music extravaganza happen!" says Jeff Ashitey, Director MBXperiential.

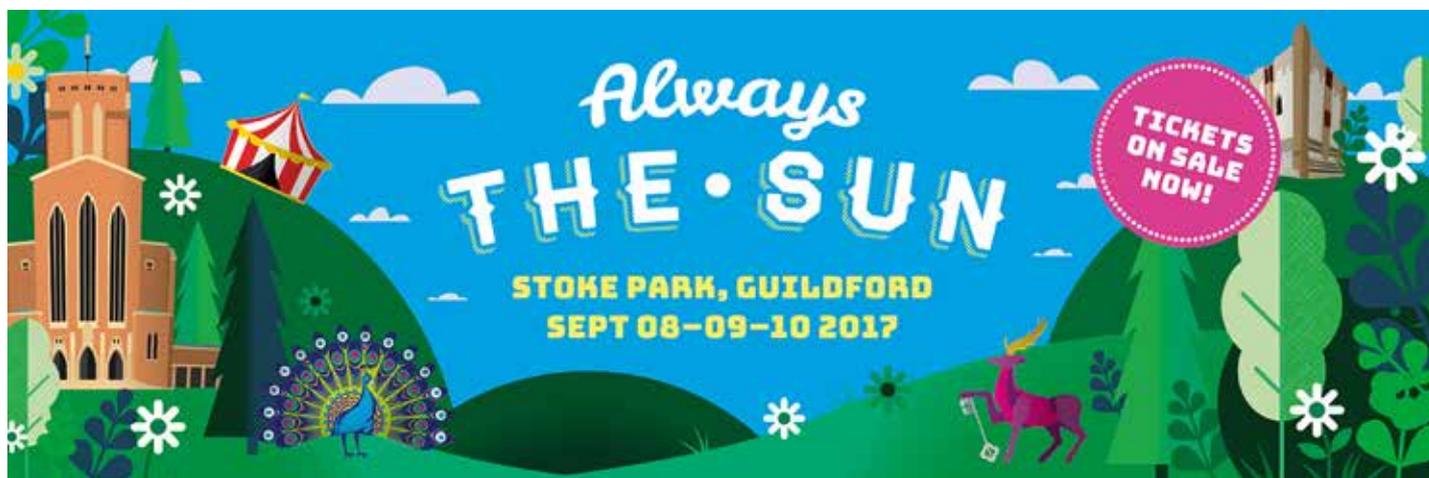
Full event listing and booking at guildfordjazzfestival.co.uk



Experience Guildford offers BID members the chance to undergo free First Aid Training to gain a FAA Level 2 Award in Emergency First Aid at Work (QCF).

The next free for BID members First Aid Training session with availability is on Thursday 2nd November.

To book your space, email sasha@experienceguildford.com. Spaces are limited and will be given on a first come, first served basis.



Always The Sun

8th – 10th September – Stoke Park

Always The Sun will be opening on Friday night this year for an additional evening of live music, food and drink, and some other surprises in store to be revealed.

An independent three-day event celebrating music, arts, community; and green living; this family-orientated festival will feature both nationally acclaimed artists and local talent. Dedicated stages for theatre and the arts will be represented through collaboration with the area's leading theatre and arts companies, celebrating Guildford's vibrant and historic creative scene.

To make the weekend as accessible as possible, all workshops are free to attend, or for charity stalls, a small donation. To encourage all of the family to come along and attend, Under 11s go free, and new to this year a family group saver ticket for two adults and two young people to attend for the weekend, saving £55!

There will be a bounty of food vendors selling a tantalising array of delights from across the spectrum: think hand-reared and cured meats, mouth-watering vegetarian and vegan dishes, and sumptuous seafood; affordable and delicious for all to enjoy.

Christmas Lights Switch On

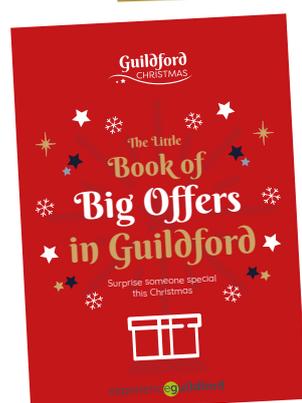
Join us for all the annual festive fun and frolics of the 2017 Guildford Christmas Lights Turn On, on Thursday the 16th of November.

The turning on of the Christmas lights marks the arrival of the festival season to Guildford town centre and the launch of late night shopping and the Experience Guildford Little Book of Offers.

There will be Reindeer in the rotunda, live entertainment throughout the afternoon and special guest appearances, so why not head in to Guildford town centre and make a day of it!



Little Book of Offers



We are pleased to announce the return of The Little Book of Offers for Christmas 2017.

In 2016 The Little Book of Offers contained offers from 100 town centre businesses. Over 3,000 vouchers were redeemed across these businesses.

The Little Book of Offers is distributed through Surrey Life (10,000 copies); it's also available for people to pick up at the Tourist Information Centre, and in all participating businesses.

If you would like to submit an offer, we will need details of your offer along with a High-Res logo and any T&Cs by Monday 2nd October. Full information sheets and offer booking forms will be distributed by the Town Rangers.

Please email olivia@experienceguildford.com for more information.

Ballot Information

At Experience Guildford we're committed to making our town a better place to do business. We are approaching our re-ballot and hope you will continue to back to BID between now and 2023.

Ballot papers will be sent to all eligible voters by 5th October 2017. You will have until 2nd November 2017 to vote. The new business plan will be distributed to you all shortly to help inform your decision for the coming five years.

For more information about the ballot and the voting process, please email amanda@experienceguildford.com.

Best Bar None

Launched in September 2013, the Guildford Best Bar None Awards invited the town's licensed venues to sign up for assessment of their business and the chance to attain accreditation from the scheme. This endorsement aims to help the public make an informed decision when it comes to choosing a pub or bar, giving them the confidence that a venue has been assessed and meets a standard much higher than the minimum required for the trade.

This year 14 venues took part across 7 categories. Each venue was assessed and judged on their delivery of four set operational criteria to select individual category winners and an overall Guildford Best Bar none winner, sponsored by TG Media Group.

The winners of each category were announced at an awards ceremony at The Mandolay Hotel on Monday 4th September.



Best Pub Independent: The Keep

Best Pub National: The Star Inn

Best Bar Independent: Komo

Best Bar National: All Bar One

Best Late Night Venue Independent: Bar Thirteen

Best Late Night Venue National: J D Wetherspoon

Best Entertainment Venue: The Boileroom

Overall Best Bar None Winner: J D Wetherspoon

Partners of the scheme included Guildford Borough Council, Surrey Fire and Rescue, Surrey Police, Guildford Pubwatch and Guildford Street Angels.

Congratulations to all of our winners and thank you to all venues who took part.

Tunsgate

As you may be aware, the opening of the Tunsgate Quarter development has been deferred until February 2018. We will be working to support affected businesses during this extended period of work and will keep you up to date with any further progress reports.

For more information, please email amanda@experienceguildford.com.



Experience Guildford AGM

We will be holding our fourth Annual General Meeting on Tuesday 19th September, 6.00pm at The Guildhall.

As well as meeting the Board, we will update you on the Experience Guildford projects and improvements over the last year, an overview of the accounts and let you know what is planned for the coming year and the next BID term, 2018-2023.

This is an opportunity to raise questions with the team, so we really hope that you can come along.

Please RSVP to olivia@experienceguildford.com by 15th September, 2017

Dates for the Diary

- **2nd – 30th September** – Walkfest – Borough Wide
- **5th September** – Farmers' Market – High Street
- **8th – 9th September** – Beer Festival, G Live
- **8th – 10th September** – Always The Sun – Stoke Park
- **9th September** – The Friary Guildford AW17 Fashion Show – The Electric Theatre
- **10th September** – Food and Drink Festival – G Live
- **19th September** – Experience Guildford AGM – The Guildhall
- **2nd October** – Customer Service Awards – Yvonne Arnaud
- **3rd October** – Farmers' Market – High Street
- **5th October** – 2nd November – Experience Guildford Ballot Period
- **8th – 15th October** – Guildford Book Festival – Town Wide
- **13th October** – 5th November – The Legend of King Arthur – The Spiegeltent, Stoke Park
- **20th – 21st October** – Oktoberfest – Guildford Cathedral
- **20th – 22nd October** – Guildford Jazz Festival – Town Wide
- **5th November** – Guildford Lions Club Fireworks Fiesta- Stoke Park
- **7th November** – Farmer's Market – High Street
- **16th November** – Christmas Lights Turn On!



EG Team

We are happy to introduce not 1, not 2, but 3 new members of the Experience Guildford Team!



Sasha Atkins
Business Support Manager



Mark Lambert
Town Ranger



David Elcombe
Town Ranger

If you see them out and about be sure to say hello!

New Openings

More fantastic new openings in the Town Centre:

- **Poke House – Jeffries Passage** - Japanese takeaway specialising in Poke Bowl Sushi
- **Guildford Escape Rooms – Jeffries Passage** - Guildford's first Escape Room experience
- **Hummingbird Bakery – Upper High Street** - Famous for their Red Velvet and other authentic American cakes and desserts
- **Neptune Homes – High Street** - stocking beautifully-made furniture, home décor and accessories
- **Lower Lodge Candles – Chapel Street** - Beautiful premium scented candles, pillar candles and personalised candles made by artisan candlemakers



Coming Soon

- **Maunder Watches – North Street**
- **Beaverbrooks – The Friary Guildford**
- **Lovisa – The Friary Guildford**
- **Charlie Kingham – Chertsey Street**
- **Margaret Dabbs – Chapel Street**
- **The Coffee Works Project – North Street**