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Night-Time Economy Faces Growth Slowdown Amid Rising Costs...

But Sector Remains "Resilient"



The UK's night-time economy, encompassing pubs, bars, clubs, restaurants and accommodation operating late into the night, and valued at £153.91 billion, is facing a significant growth slowdown. Rising costs and tax increases are threatening the sector's recovery, according to the latest *Night Time Economy Market Tracker Report* by the Night Time Industries Association (NTIA) and CGA by NIQ.

While the industry has shown resilience since the pandemic, the report highlights mounting challenges that could jeopardise its future without urgent government intervention.

The report reveals that the nighttime landscape is changing, with many consumer traditional high-tempo and high-spend activities in decline.

More than half of sector leaders have seen a year-on-year drop in trade from things like bar crawls (62%), hen and stag dos (54%) and student trade (56%).

(CONTINUED ON PAGE 3...)

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Editor's Viewpoint



EDITOR
Peter Adams

The latest *Night Time Economy Market Monitor: A Changing Landscape* report from the Night Time Industries Association (NTIA) paints a stark picture of a sector under immense pressure. While the night-time economy remains a vital contributor to the UK's cultural and economic fabric, the challenges it faces are mounting—and the government's approach to supporting it is, frankly, baffling.

The report highlights the sector's resilience, with consumer spending returning to pre-pandemic levels and the night-time cultural economy growing by 3.2%. However, growth across the board has slowed, and rising operational costs are squeezing profitability. Against this backdrop, the impending tax increases set to take effect in April are a cause for grave concern.

It's hard to fathom how any Chancellor could impose three significant increases on a sector still recovering from the devastating impact of the COVID-19 pandemic. The rise in business rates, employers' National Insurance contributions, and the National Minimum Wage—all hitting at once—threaten to push many businesses to the brink of closure.

What's even more troubling is the apparent lack of consultation with the industry. Were these decisions made in a vacuum, without considering the dire consequences for pubs, bars, restaurants, and nightclubs? If so, it's a damning indictment of how little the government understands—or values—the night-time economy.

I recently attended the Leased & Tenanted Spotlight seminar, where front-line operators and industry leaders shared their concerns. There were mixed opinions, but unanimous agreement that the upcoming tax hikes could be catastrophic. Yet, amidst the gloom, there was a palpable sense of resilience.

This resilience is not new. The hospitality and on-trade sector has been the biggest driver of the UK economy for two months running, a testament to its enduring importance and adaptability. But imagine what the sector could achieve if it weren't treated like a cash cow by the government. Imagine the growth, the innovation, the jobs that could be created if the sector were given the support it deserves.

The night-time economy is more than just a collection of businesses—it's a cornerstone of our communities, a source of employment for millions, and a vital part of our cultural identity. Yet, time and again, it is overlooked and undervalued by policymakers.

The government must recognise the sector's contribution and take decisive action to safeguard its future.

I can always be contacted at **edit@catererlicensee.com** and I would encourage all our readers to sign up for our weekly digital editions and read all the latest news at **www.CLH.news**

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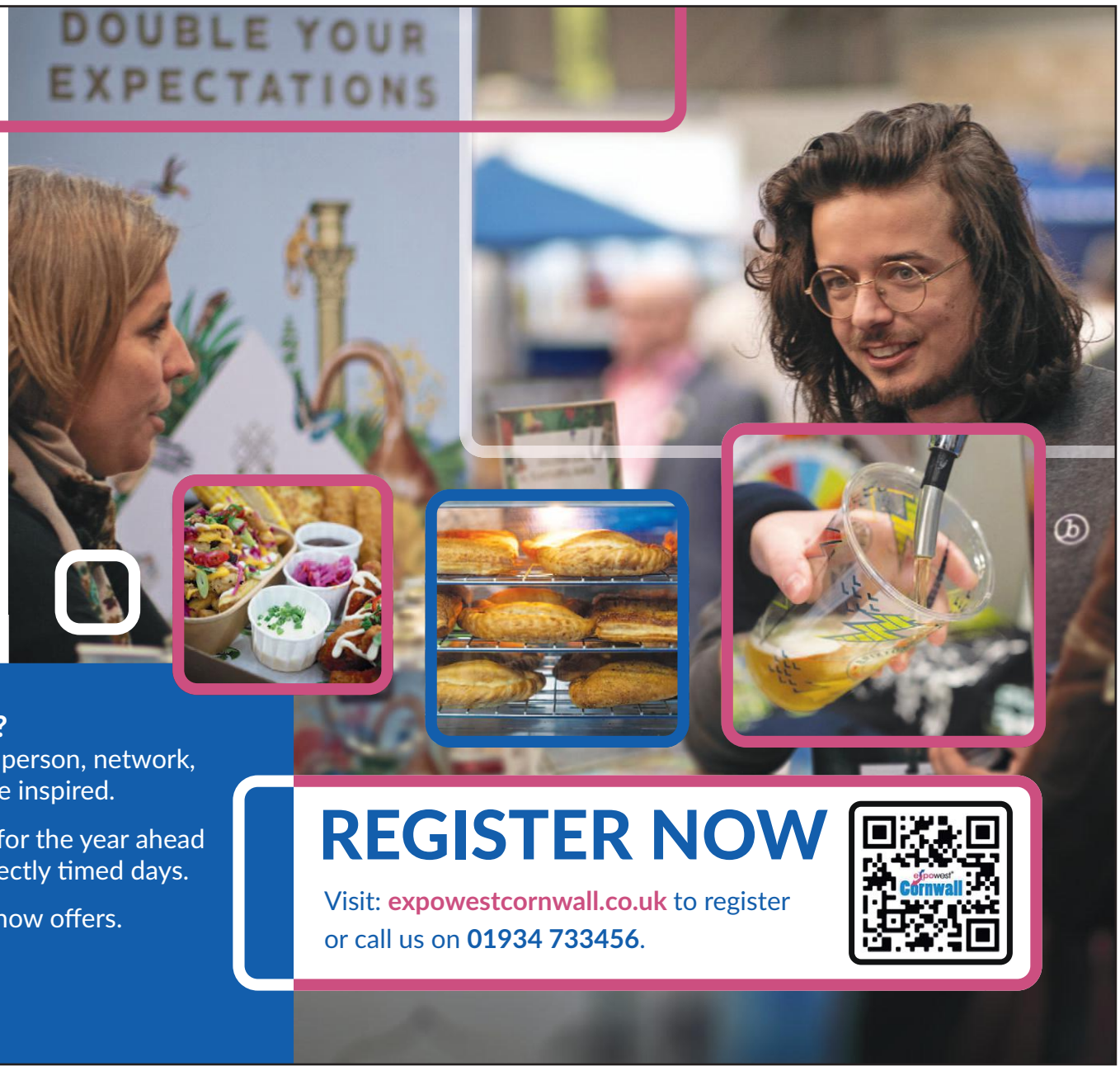
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Night-Time Economy Faces Growth Slowdown Amid Rising Costs

(CONTINUED FROM FRONT COVER)

And across the board, people are spending less, with almost three quarters of sector leaders experiencing a decrease in guest footfall (72%), the number of drinks bought (73%), and the average spend per visit (74%).

SPENDING POLARISATION

However, while some people are keeping a close eye on their money, others continue to spend freely, creating a polarisation that is likely to continue throughout the year.

Consumers are also diversifying their evening habits, with almost two thirds (62%) of those who go out for high tempo occasions say they are looking for new types of these occasions them, while 63% are looking for new experiences like music and gaming.

Both numbers are significantly higher among Gen Z consumers, which points to a generational shift in attitudes towards nights out.

A SECTOR UNDER PRESSURE

The report reveals that while consumer spending has returned to pre-COVID-19 levels, growth across the night-time economy has slowed to just 2.5% in 2024, down from 4.5% in 2023. Rising operational costs, including labour, food, and drink, have squeezed profitability, despite increased consumer demand.

Michael Kill, CEO, Night Time Industries Association: "The findings of this report clearly illustrate the immense challenges our sector continues to face. While the night-time economy remains a £153.91bn powerhouse, we cannot ignore the fact that growth is slowing and operating costs are rising at unsustainable levels. Many businesses, especially small medium enterprises and the cultural sectors, are struggling to maintain profitability despite consumer demand."

"Adding to these concerns is the uncertainty presented by the impending tax increase cliff edge, the rise in National Insurance contributions for employers, the increase in the National Living Wage, and the reduction in business rates relief. With no sign of a U-turn on these critical policy changes, the financial burden on businesses is set to increase further, threatening jobs and "livelihoods across the sector."

The decline in employment across vital sectors such as pubs and clubs is deeply concerning, signalling the need for urgent government intervention and support. If these pressures are not addressed, we risk losing critical elements of our cultural and social infrastructure."

"We call on policymakers to recognise the fundamental role the night-time economy plays in the UK's broader economic and cultural landscape and to take decisive action to safeguard its future."

KEY FINDINGS FROM THE REPORT

1. Economic Impact:

- *The night-time economy is the largest segment of the UK's leisure sector, contributing £153.91 billion in 2024.*
- *The Day-Time Economy saw modest growth, reaching £69.6bn in 2024 with a 1.8% increase.*
- *The night-time cultural economy, including live music and entertainment, grew by 3.2%, outperforming the overall market.*

2. Employment Trends:

- *Employment in the night-time economy reached 2.11 million jobs in 2023, but key areas saw sharp declines:*
  - *Pub and bar employment fell from 540,400 in 2022 to 474,300 in 2023.*
  - *Licensed club employment dropped from 88,300 to 68,200 over the same period.*
- *Conversely, jobs in sporting venues, clubs, and gyms grew significantly, reflecting shifting consumer preferences.*

3. Sector-Specific Challenges:

- *Pubs and bars continue to face significant headwinds, with rising wages, National Insurance contributions, and business rates exacerbating financial pressures.*
- *The report highlights a 42.2% revenue decline in the night-time economy during the pandemic, with a strong rebound in 2021 and 2022. However, growth has since stabilised at lower levels, signalling ongoing challenges.*

CALL FOR ACTION

The NTIA is urging policymakers to recognise the night-time economy's vital role in the UK's cultural and economic landscape and take decisive action to support its future. Key concerns include:

- *The impending "tax increase cliff edge," including higher National Insurance contributions and the National Living Wage.*
- *The reduction in business rates relief, which has left many businesses facing unsustainable costs.*

RIGHT SUPPORT

Reuben Pullan, Senior Insight Consultant, CGA by NIQ: "The value of the night time economy cannot be overstated, not just for the financial throughput it generates, but also the cultural richness that it brings to consumers' lives."

"However, the industry is under threat. The COVID crisis and relentless pressure on costs have created enormous challenges for hospitality businesses in the last five years, and late-night clubs and bars have been hit hardest of all. However, many other segments have been remarkably resilient, and the growth in new types of venues like competitive socialising bars shows the evening economy isn't disappearing—it's just changing. With the right support from the government, night-time businesses can power not just hospitality but Britain's economic growth and job creation."

"The NTIA remains committed to working with industry stakeholders and policymakers to address these challenges and support the future of the UK's night-time economy."

FRAGILE RECOVERY

The report highlights the particular challenges faced by pubs, bars, and restaurants, which are central to the night-time economy. Despite a post-pandemic rebound, these venues are grappling with rising costs and declining employment.

- *Pubs and Bars: Employment in this sector has fallen by 12% since 2022, with many operators struggling to balance rising wages and operational costs.*
- *Restaurants: While consumer spending has returned, profitability remains under pressure due to increased food and labour costs.*

NEW TRENDS

The night-time economy, the report reveals, is evolving, with new trends such as competitive socialising venues (e.g., axe-throwing bars and escape rooms) gaining popularity. However, traditional venues like pubs and nightclubs remain under threat, risking the loss of critical cultural and social infrastructure.

The NTIA is calling for immediate government action to safeguard the future of the night-time economy. Proposed measures include:

- *Extending business rates relief to ease financial pressures.*
- *Reducing VAT to 12.5% to stimulate consumer spending and support businesses.*
- *Reforming licensing and planning regulations to encourage investment and innovation.*

GROWTH POTENTIAL

The release of the report coincides with news that the sector was the biggest driver of economic growth for second month in a row.

While consumer-facing services output increased by 0.4% in December, up from 0.1% in November, food and beverage service activities saw growth of 2.0%, contributing to most to this increase. In November, output also rose by 2.0%, following a fall of 1.2% in October 2024, with both food and beverage service activities, and accommodation growing in growing by 1.6% and 3.0% respectively, making it the largest positive contribution in the services sector in that month too.

However, UKHospitality is warning that the consistent growth being delivered by the sector will be curbed when £3.4 billion of costs hit the sector in April.

Kate Nicholls, Chief Executive of UKHospitality, said: "We've seen over the past few months that hospitality is delivering reliable economic growth, despite the challenging economic circumstances the sector continues to face.

"Hospitality's resilient growth is something the Government should be backing, but instead it is stunting the sector's potential by inflicting such damaging costs on businesses.

"Driving growth is rightly the national priority and hospitality can be the vehicle, if the Government rethinks its regressive changes to employer NICs.".





Motivating Gen Z in the Hospitality Trade: Strategies for Success

By Una Crilly, director at Positive Impact Training (www.positiveimpact.ie)



I recently spoke with John, the general manager of a four-star hotel, who faces a significant challenge: motivating his younger Gen Z employees. While business is thriving, John finds it difficult to keep his younger team engaged.

"They just don't seem to want to work," he told me. "We've tried everything, but they lack the work ethic of older staff and can't stay off their phones. With rising costs in hospitality, it's tough to maintain margins, and the lack of engagement from the younger team affects our service quality and bottom line."

John's goal is clear: to provide consistently exceptional service that ensures guests have memorable experiences and return. His hotel caters to mid- to high-end guests, who expect top-tier service. Anything less than exceptional risks turning them away for good.

This situation isn't unique to John. Across the hospitality industry in the UK and Ireland, motivating Gen Z employees is a top priority for many managers facing similar pressures.

Understanding how to engage and retain this generation is critical, as Gen Z—those born between 1997 and 2012—will make up around 30% of the global workforce by 2025. Yet, many Gen Z workers see hospitality as risky and unstable, especially after witnessing the industry's struggles during the pandemic. Traditional hierarchies, rigid schedules, and long hours often clash with Gen Z's desire for flexibility and work-life balance.

After more than 20 years of leading teams in a major retail organisation, I've seen firsthand how traditional management approaches often fall short with today's younger workforce. As Albert Einstein wisely said: "Insanity is doing the same thing over and over again and expecting different results."

Managers who want better results must be willing to adapt.

If young employees feel undervalued or unappreciated, they tend to disengage or leave. Recent research shows that 40% of Gen Z workers plan to leave their current role within two years, and 35% would do so without another position lined up. Such turnover results in significant costs to businesses.

As the first generation raised in a fully digital world, Gen Z has distinct expectations and elevated standards. They are used to being connected globally and are quick to question their value within a company.

As a leadership consultant specialising in emotional intelligence for the hospitality sector, I've seen the difference it can make in creating positive, high-performing workplaces.

For example, Michael Skehan, General Manager of the four star Granville Hotel, recently told me: "We equipped our senior team with skills in coaching and emotional intelligence. We've already seen tangible benefits—a 50% reduction in employee turnover since we invested in the programme"

So, how can leaders better connect with Gen Z, motivate them, and foster a culture of exceptional service? Here are three strategies to consider:

1. COMMUNICATE CONSISTENTLY

As Richard Branson once said: "As a leader, it's vital to always be a good listener. If employees know you're listening, they'll communicate with you openly." Many Gen Z employees feel unheard and may question their commitment to the hospitality industry. Regular, one-on-one conversations about their contributions and experiences create a safe space for open communication, building trust and enabling managers to address concerns and acknowledge hard work.

Empathy is essential. Many Gen Z workers experienced job insecurity during the pandemic, so offering reassurance and listening with empathy is critical to keeping them engaged. Managers should ask: "What can we do differently to support you to perform at your best?" Being open to change helps show younger employees that they are valued.

2. COMPELLING FUTURE

Co-creating a shared vision can inspire and energize Gen Z employees. When they see a clear pathway for advancement, they're more likely to stay engaged. Research shows that goal setting improves focus, persistence, and team cohesion.

In my experience, organising Team Mastermind Sessions, where employees collaborate on setting goals and mapping out the future, fosters a sense of ownership. When Gen Z employees feel they are actively contributing to the business's success alongside management, they're more likely to commit. Including initiatives that meet their preferences, such as work-life balance, digital solutions, and flexibility, can strengthen their commitment.

3. COACHING CULTURE

Using performance coaching techniques, managers can help employees build resilience, confidence, and a proactive mindset. According to the International Coach Federation, 80% of individuals who receive coaching report improved self-confidence, which boosts creativity and performance. As coaching pioneer John Whitmore said: "Coaching is unlocking people's potential to maximise their own performance." In an industry as dynamic as hospitality, a coaching culture fosters adaptability.

Managers who coach rather than direct encourage Gen Z employees to solve problems independently, which nurtures innovation, motivation, and commitment.

By adopting a coaching approach, managers can create a culture where employees feel valued, respected, and motivated to contribute fully to the business's success. This sense of purpose is essential for sustaining engagement in today's rapidly evolving hospitality industry.

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Brits Rank Pubs Top When Choosing UK Holiday Destinations

Pubs hold a special place in the hearts of Brits who rank them among the most popular destinations for domestic tourism, according to a new poll commissioned by the British Beer and Pub Association (BBPA).

The findings highlight the cultural and social importance of pubs, underscoring their role not only as community hubs but also as vital contributors to the UK's tourism industry.

Nearly nine in ten (86%) respondents said they view pubs as important to UK tourism.

The appreciation for pubs' role in domestic tourism grew with age, with 80% of 18-24-year-olds recognising their significance, increasing steadily to 90% in older demographics - although the data showcases the widespread popularity of pubs across all generations.



Regionally, enthusiasm for pubs as tourism staples was particularly strong in the North West and Wales, where 90% of respondents highlighted their importance, followed closely by the North East at 88%.

When asked about their go-to spots during UK holidays, 6 in 10 respondents said they visit pubs, placing them just behind restaurants (73%) and on par with historic landmarks (63%).

Pubs were especially favoured by those aged 35-64, with 66-67% of this demographic ranking them second only to restaurants.

Even among younger Britons, over half (58%) included pubs in their holiday plans, busting the myth that the younger generation is abandoning the traditional pub culture.

Regionally, pubs were most popular among holidaymakers from the North West (72%) and Wales (69%).

The poll also highlighted the deep-rooted connection between pubs and their local communities.

Over 80% (81%) of respondents said pubs are an important part of their communities, with all regions reporting agreement levels of 75% or higher.

The North West again stood out, with 86% affirming pubs' community value.

Furthermore, 80% of Brits believe pubs play a key role in securing the future of local high streets. With the cost-of-living crisis impacting the hospitality sector, 80% of respondents also called on the government to take action by cutting beer duty to support these cherished establishments.

Emma McClarkin, CEO of the BBPA, said: "This research reaffirms what we have always known: pubs are the beating heart of British culture and tourism. What could be more quintessentially British experience than a trip to the pub and trying a pint of beer?

"Whether you're a local or a visitor, pubs offer a unique and welcoming experience and are a fundamental part of British life. It's vital that we protect and support these institutions, not just for their economic contributions but for the communities they serve and the tourism they attract.

"The government must support this pillar of British life by reforming punishing business costs and delivering meaningful rates reform that prevent them from flourishing."

Richard Toomer, Executive Director of the Tourism Alliance, said: "For city breaks, visits to the seaside, or in our countryside, pubs are a crucial part of what the UK has to offer its tourists, both those from the UK and our international visitors. Sadly, business remains very tough for many pubs and for many other tourism businesses who will see higher costs next year as a result of the recent Budget.

"The importance of reducing business costs on the one hand, and really tackling the cost-of-living pressures for consumers on the other, have never been more important."

The BBPA urges the government and the public alike to recognise the importance of pubs in maintaining the UK's cultural heritage and economic stability. With growing support for measures such as a beer duty cut, the future of the nation's pubs could be brighter with collective action.



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774,000 Hospitality Workers Dragged Into New NICS Threshold



Analysis from UKHospitality has revealed that a fifth of hospitality's workforce will be dragged into the new employer NICs threshold for the first time.

The regressive changes to employer National Insurance Contributions (NICS) will hit hospitality hardest, due to the high number of employees working part-time or flexibly.

Currently, more than 1.2 million hospitality staff are not eligible for employer NICs. In April, that number will be slashed to just over 450,000 people. That's more than 774,000 workers that will be newly eligible for employer NICs. In total, this will cost the hospitality sector £1 billion.

Combined with £2.4 billion of other costs hitting in April, businesses are already taking hard decisions to cut investment, freeze recruitment, cut jobs, reduce hours or increase prices.

UKHospitality is calling on the Government to implement a delay to these changes, to allow the Government to pursue measures that won't endanger businesses and jobs.

Alternatives have been put forward to the Government, in the form of a new rate of employer NICs at 5%, rather than 15%, for earnings between £5,000 and £9,100, or a lower rate for lower-earning taxpayers who work part-time. Both solutions would ensure lower earners aren't hit the hardest.

Kate Nicholls, Chief Executive of UKHospitality, said: "The change to employer NICs is one of the most regressive tax changes ever."

"The scale of this change is unprecedented, bringing three-quarters of a million people into this employer tax for the first time, and the extent of the impact will be enormous."

"This tax is already forcing businesses to abandon investment, change recruitment plans, reduce headcounts and increase prices to cope with these cost increases."

"At a time when we saw hospitality as the biggest driver of economic growth in November, it's completely misguided to be punishing a sector that has such growth potential."

"I hope the Government can see the devastating impact this will have on businesses, team members and communities, and pause these changes to pursue alternative measures, in partnership with business."



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More Inclusive Workplace Practices To Fill Staff Shortages

By Giles Fuchs, Owner of Burgh Island Hotel (www.burghisland.com)



The hospitality sector is looking for ways to return to pre-pandemic staffing levels: vacancies in the UK are 50% higher than they were before Covid-19, with over 118,000 unfilled roles. This is a significant challenge for the industry that it cannot afford to leave unaddressed.

In this effort, drawing on underutilised demographics as a source of new recruits will be crucial. Elderly and neurodivergent workers have the power to fill many of the sector's shortages and have the skillsets to make a powerful contribution to hotels, bars, restaurants, and caterers.

Drawing on their talents, though, will require a change in company culture and working practices in the hospitality sector, such as more inclusive hiring practices, flexibility on hours, and, more generally, a greater emphasis on employee wellbeing, as we do at Burgh Island.

OLDER WORKERS CAN MAKE A VALUABLE CONTRIBUTION

One major source of new talent for the hospitality sector to draw on will be older workers. To a large extent this is already happening. More than 165,000 workers aged over the age of 50 have entered the hospitality sector over the last three years - according to the Office for National Statistics. Indeed, hospitality is now the number one sector of choice for older workers, who now make up nearly a third of its workers.

It isn't hard to see why. Older workers can bring experience, well-developed interpersonal skills, and personal equanimity to these often-hectic working environments. In addition, larger disposable incomes means that the hospitality sector's customers will be disproportionately older; these clients will often appreciate interacting with a waiter, concierge, or bartender of a similar age. Older workers also set an example for younger colleagues and are thus a valuable asset in training up new staff.

To draw fully on the potential of older workers as a source of recruits, the hospitality sector should adapt its hiring process and workplace practices. There is still a misinformed assumption among business leaders that older workers will be less productive and will only stay in the role for a brief period. Needless to say, this is an outdated view: belied by the greater and greater contribution that seniors are making.

The sector can take a number of steps to change this. For one, it can offer a more age-inclusive working environment, such as shifts that start and end earlier in the day. The sector could also put in place Amazon-style 'returnships' to encourage more over-50s to return to work. For our part, Burgh Island has made a concerted effort to create an age-diverse workplace, where we can combine youthful exuberance with learned experience on our staff.

CREATIVITY IN THOUGHT IS ESSENTIAL IN HOSPITALITY

It takes all kinds of people to run a successful hospitality business: from those serving in customer-facing roles to fast-paced manual work. In working to meet its staffing shortages, then, the hospitality sector should also look to draw on those with neurological diversity that makes them suitable for more specialised tasks.

Hiring employees with a wide range of temperaments, skillsets, and working practices will bring several practical benefits to hospitality businesses. Take Burgh Island's Head of Concierge, Simon James, who has often talked about how his own neurodivergence makes him especially empathetic to the needs of clients.

More generally, the highly specialised roles within hospitality lend themselves to people who are neurodivergent. For instance, the planning and logistical side of hospitality require a keen attention to detail, which matches the skills of people with conditions such as autism; as do roles with a very precise routine. The fast pace of environments like kitchens or bars are also a good fit for those with ADHD.

Again, the sector will have to adapt its practices to attract these workers. Making sensory adjustments for neurodivergent employees – such as the provision of noise-cancelling headphones or situating them in a place without flashing lights – would do much to create a more inclusive workplace. Similarly, a 'buddy system' with neurotypical employees would help these employees get needed guidance and support. Flexible hours would also make a workplace more appealing for those with different temperaments and working styles.

RETENTION THROUGH SUPPORT

Retaining employees, however, takes some further thought. Few jobs are so intensive, requiring this level of teamwork, communication and ability to be across so many moving parts. Therefore, it is critical for employers to be informed about the wellbeing of staff.

As such, hospitality leaders should always be mindful of operational factors that can affect the well-being of their employees, including shifts, training, finances, and, in Burgh's case, operating on a private island where staff arrival and departure times are determined by the tides.

Ensuring staff wellbeing will elevate their quality of work and job satisfaction – and this is essential to our approach at Burgh Island, with our employees having access to bespoke mental health and career support, as well as brand new £1m staff accommodation.

Nothing about the current staffing shortages in UK hospitality is inevitable. There will always be a demand for jobs in the hospitality sector, which combines creativity with teamwork and customer service. With a few workplace and hiring adjustments, the industry will find that it now has access to eager employees with differing sets of skills and experience. Providing them with the right support, putting inclusivity at the core of their approach, will allow hospitality leaders to harness these reserves of untapped talent.

Study Reveals How Menu Layout Helps Teens Make Healthier Choices

New research from the University of Birmingham and Aston University has found that putting lower-calorie meal choices at the top of a restaurant menu, and reducing the availability of high-calorie options, makes teenagers more likely to order the healthier options.

Childhood obesity rates have been increasing year on year, with government pledges and targets to reduce obesity unfulfilled or missed. Restaurants are a common food environment for adolescents, with one fifth of children consuming meals out at least once a week.

The study has been published in the journal Appetite.



Dr Katie Edwards, research fellow in psychology at the University of Birmingham and a visiting researcher at Aston University, who led the study, said: "Childhood obesity is a significant public health challenge. A key period for targeting dietary intervention is adolescence, when young people become more independent, making their own decisions about diet and socialising with friends more. Interventions have targeted healthy eating at home and at school, but we wanted to see how altering restaurant menus can impact the choices teenagers make."

The researchers asked 432 13 to 17-year-olds to take part in an online experiment. They presented the teenagers with three different menus, with five starters, ten main courses and five desserts in separate sections, as one would find on a standard restaurant menu. Each menu was slightly different; one which reduced the number of high-calorie options on offer, one with menu positioning of low- to high-calorie meals, one which combined the availability and position interventions, and then one 'typical' menu. The participants were asked to select a starter, main and dessert from each menu.

The experiment showed that the availability and the position interventions resulted in significantly lower calorie meal choices, compared to the choices made from the menu with no intervention (the 'typical' menu). The average number of calories for a selected meal reduced from 2099.78 to 1992.13 when the items were ordered from least to highest calorie content. The availability intervention reduced it from 2134.26 kcal to 1956.18 kcal. The group who had the combined availability and positioning intervention menu saw their meals' calorie value plummet from 2173.60 kcal to 1884.44 kcal.

The study also found that the positioning intervention had the biggest impact on main course choices. The availability intervention and the combined interventions, on the other hand, did not have a big impact on the calorie value of main course choices. The availability intervention had the most impact on starter choices. None of the interventions had a significant impact on dessert choices.

Dr Edwards said: "Main menu choices saw the biggest reduction in calories following the position intervention, going from 1104.17 kcal to 1045.16 kcal, while the availability intervention saw the biggest reduction in the starter option. While not all interventions saw statistically significant reductions for all courses, each intervention saw a significant reduction in the calorie content of the overall meals."

Dr James Reynolds, senior lecturer in psychology at Aston University, said: "People tend to consume higher calorie meals when they eat out, so restaurants provide an important location for implementing low-cost and high-reach interventions which can encourage healthier eating in teenagers.

Many restaurants are already required to display calorie information on their menus, but our research has shown that tactics like altering the position or availability of high-calorie options on menus could also be a useful tool in trying to reduce obesity and help young people make healthier choices. The next step for this research would be to replicate the study in restaurant settings."

The AVLA Licence – A Legal Requirement

AVLA®
Audiovisual Licensing Alliance

Television remains an essential service in every hotel, despite the rise of streaming platforms. It allows hoteliers to enhance guest experience and provide entertainment options of globally admired quality. This has a direct influence on the image and appreciation of the establishment.

However, with the benefits of offering television come certain responsibilities, particularly respecting copyright laws. Hoteliers must ensure they have the necessary licences. Operating without them constitutes a legal infringement.

The AVLA licence enables hotels, aparthotels, B&Bs and other similar establishments to lawfully offer access to TV channels containing audiovisual works (films, series, documentaries, cartoons and other shows) from AVLA's repertoire. It is for TVs in bedrooms and communal areas of the premises. The AVLA licence covers an immense catalogue of works and rights not covered by other licensors.

By taking the AVLA licence, hotels are directly helping to maintain a vibrant audiovisual sector. The royalties collected serve to finance new content, as well as to sustain tens of thousands of creatives and companies involved in the process.

Television in hotels means more than just an amenity; it is a vital component of the guest experience. By securing the necessary licenses, hoteliers can offer their guests a superior stay while upholding legal and ethical standards, ultimately protecting themselves from legal risks and fostering the UK's world-class creative industries.

To learn more about AVLA and to take the licence, visit: **www.avla.uk**

Renewed Calls for VAT Reduction in Hospitality

The ongoing debate over reducing VAT for the UK hospitality sector gained renewed attention in Parliament as MP Emma Lewell-Buck pressed Chancellor Rachel Reeves on the issue.

Highlighting the struggles of hospitality businesses, particularly in tourist towns like South Shields, Lewell-Buck questioned whether the Chancellor had considered the benefits of lowering VAT for the hospitality, leisure, and tourism sectors.

Speaking passionately, Lewell-Buck noted, "South Shields prides itself on its strong hospitality industry, but years of neglect have left it struggling. A VAT reduction could provide the support these businesses desperately need."

The UK hospitality sector has long argued that its 20% VAT rate leaves it at a significant disadvantage compared to European competitors, where reduced VAT rates are the norm. Countries like France (10%), Spain, and Germany have implemented lower rates for hospitality to stimulate tourism and boost local economies.

Kate Nicholls, CEO of UKHospitality, emphasized the proven benefits of such reductions, stating:

"A lower VAT rate would keep prices down for consumers, encourage investment in the high street, and drive job creation. This approach has delivered tangible results across Europe and could do the same here."

UKHospitality has outlined several key advantages of reducing VAT:

1.Lower consumer prices: A reduced VAT rate would help businesses keep prices affordable, encouraging more spending.

2.Increased investment: Businesses would have the confidence to expand, offering more choices and experiences to consumers.

Similarly, Emma McClarkin, Chief Executive of the British Beer & Pub Association (BBPA), added:

"The high VAT rate is stifling growth in an industry that desperately needs support. A reduction would boost footfall, increase consumer spending, and help businesses thrive."

The idea of a VAT reduction for hospitality isn't without precedent. During the pandemic, then-Chancellor Rishi Sunak introduced a temporary VAT reduction to 5% under the "Eat Out to Help Out" scheme, later raising it to 12.5%. The initiative proved successful, helping to drive consumer spending and stabilize businesses during a critical period.

In October 2023, CLH News wrote directly to Sunak, urging him to consider reinstating a lower VAT rate for hospitality. The publication highlighted the measurable success of his own scheme and argued that a similar measure could deliver substantial economic benefits. While Sunak's reply was polite, it was a firm rejection of the idea, stating there were "no plans" to reduce VAT further.

The hospitality industry continues to grapple with rising costs, including wages, food prices, and energy bills. Andy Lennox, a Bournemouth restaurateur and long-time campaigner for VAT reduction, warned of the devastating consequences if no action is taken.

"This year alone, over 5,000 hospitality businesses have closed. We are a high-turnover, low-margin industry facing disproportionate tax burdens. Reducing VAT to 10% would provide the relief we need, create jobs, and level the playing field with European competitors."

Lennox also highlighted the broader economic impact, noting that the hospitality industry contributes £40 billion in tax revenues annually and supports over 3 million jobs. He stressed the sector's vital role in social interaction and employment, especially as automation reduces jobs in other industries.

An online petition led by Lennox has gathered over 23,000 signatures, reflecting widespread support for a VAT reduction. Industry voices continue to push for change, emphasizing the long-term economic and social benefits.

Ms Lewell-Buck question has garnered sector support, taking to X [formerly twitter] Kate Nicolls added: "Thank you for your continued support and for raising such an important issue . Hospitality led regeneration is so important for investment in good quality jobs, people and communities like South Shields and reducing the tax burden will help drive that."

Another X poster said: "Thank you for asking the question. Tone deaf answer as usual. Her 40% reduction increases the bill for the tax year as it was previously 70%, while increasing the wage bill for these biz through employers NI. We are far worse off under this Gov, didn't think that was possible!"

With another stating: "Thank you for raising this very important question. Sadly it fell on deaf ears with @RachelReevesMP. Zero surprise there. Hospitality is the forgotten sector. Hugely important to society, but given no priority by Gov. Shameful."





The New Employment Rights Bill – What Does It Mean For The Hospitality Industry?

Hannah Strawbridge is an experienced Employment Solicitor and Tribunal advocate and founder and owner of the award-winning Han Law Co. (hanlawco.com)



Back in October last year, The Employment Rights Bill, a new legislation to modernise and enhance employment rights across the UK, was introduced. The bill which applies to businesses in England, Scotland and Wales is due to take effect in 2026 and its 28 individual employment reforms are likely to have a large impact on the hospitality sector.

Many of the key provisions of the Bill are set to impact on those in the hospitality industry, so we will break them down and advise on how best to navigate the changes.

KEY PROVISIONS OF THE BILL

Guaranteed Hours Contracts: If you have workers who regularly work more hours than their contract states over a set period (expected to be 12 weeks), you'll need to offer them a contract with guaranteed hours. For instance, if a worker consistently works 10 hours per week during this time, you must offer them a contract guaranteeing at least 10 hours per week. However, workers can still choose to stay on their current zero-hour contract if they prefer.

Reasonable notice of shifts: Employers must provide reasonable notice for assigned shifts and any changes to them. 'Reasonable notice' is still undefined, but it implies that workers should have sufficient time to prepare for their shifts (for example, if they have caring responsibilities, giving them enough time to arrange for alternative support).

Compensation for short-notice cancellations: If you employ staff on zero or low-hours contracts, it's important to know that if you cancel, move, or shorten a shift on short notice, you are required to compensate the affected worker. The specific definition of "short notice" and the exact compensation amount will be clarified when the new regulations are introduced.

Day One Rights: Employees will now be able to claim unfair dismissal from the first day of employment, rather than having to serve for 2 years under the current rules. This means that businesses must have robust policies in place for dismissals, ensuring clear procedures and fair disciplinary actions. It is important that managers are trained in handling these disciplinaries and terminations fairly and lawfully.

Flexible working – Now A Day One right: Previously, employees had to work for 26 weeks before requesting flexible working arrangements. However, under the Bill, they can now request flexible working from their first day on the job. Employers in the hospitality industry could be hit hard with this and so should establish clear policies on flexible working and assess how roles can be adapted.

Increased national minimum wage: The increase in national minimum wage will mean higher costs for hospitality businesses, particularly those employing younger workers aged 18-20 who are likely to see their minimum wage increase in line with adults 21 and over. Employers in the hospitality sector should consider strategies such as improving productivity, reviewing tipping policies to ensure fairness and compliance, and exploring efficiencies in staffing and scheduling.

CARERS AND PARENTAL PROTECTION

The new bill is also set to look more favourably on those with dependents in the form of carers and parents.

Carers Leave: Employees with caring responsibilities will now have a statutory right to unpaid leave to care for dependents. While this will help employees balance work and personal responsibilities, it may result in some short-term scheduling challenges. Employers should introduce policies to manage requests fairly while maintaining service levels.

Paternity and maternity leave enhancements: Paternity leave is expected to be made more flexible, allowing fathers to split leave into two separate blocks of one week each. Additionally, maternity protections are being expanded to protect new mothers from redundancy for six months post-maternity leave. Businesses should therefore update HR policies to ensure compliance and communicate these changes to managers and employees.

THE REAL IMPACT

The hospitality sector will experience significant changes due to these reforms and without a doubt will be impacted heavily. Leg work will need to be undertaken in advance to be ready and as a starting point we recommend the following;

Shift in employment contracts: Employers will need to re-evaluate staffing models and offer predictable hours where necessary. This will potentially increase labour costs.

Administrative adjustments: Scheduling systems will need to be updated to provide reasonable notice and manage flexible working requests efficiently.

Financial implications: Guaranteed hours, higher minimum wages, and additional leave rights may increase operational costs, making financial planning even more important than it already is.

GUIDANCE FOR COMPLIANCE

Review current contracts: In order to stay ahead we suggest identifying employees on zero-hour or low-hour contracts and evaluating their average working hours. Ensure the contracts reflect the new requirements and clearly define the working terms. Consider a move to fixed-term contracts.

Enhance scheduling practices: Develop systems that provide employees with adequate notice for shifts, therefore reducing last-minute changes. And don't forget to ensure that any changes are communicated clearly and in a timely fashion.

Budget for increased labour costs: Anticipate increases in costs due to higher wages and guaranteed hours, and identify where operational efficiencies can be made, so that staffing levels are optimised as much as possible.

Prepare for Day One Rights and Flexible Working Requests: Ensure you understand the new rights to avoid any legal challenges. Establish clear policies and guidelines to ensure fair (and legal!) implementation.

Stay informed and seek guidance: Stay up to date with the final details of the Bill which haven't been confirmed yet. We would also always recommend consulting with legal experts to help you navigate the changes effectively.

The Bill is set to introduce major reforms that will impact on the hospitality sector's employment practices. By proactively reviewing contracts, improving scheduling, budgeting for increased costs, and staying informed, hospitality operators can navigate these changes effectively. Balancing compliance with operational flexibility will be crucial in adapting to the evolving employment landscape and if in doubt, seek expert advice.

January Sales Growth for Pub & Restaurants

Credit and debit card spending grew 1.9 per cent year-on-year in January – the highest uplift since March 2024, but remaining lower than the latest CPIH inflation rate of 3.2 per cent. Despite falling consumer confidence in the UK economy, down five percentage points to 21 per cent, non-essential spending grew 2.7 per cent, led by the resilient performance of entertainment, health & beauty and digital content & subscriptions.

Spending on essential items returned to growth in January, up 0.1 per cent, after four consecutive months of decline. Supermarket spending also increased for the first time since August 2024, up 1.0 per cent year-on-year.



Both pubs, bars & clubs, and restaurants enjoyed growth of 2.6 per cent, showing not everyone spent the month sheltering from the cold. The increase comes despite a third (34 per cent) of consumers saying they significantly reduced their alcohol consumption in January. This suggests the hospitality industry had prepared to cater for the growing popularity of Dry January, having witnessed a rise in punters shifting to low and no alcohol alternatives.

Despite this cost-conscious consumption, food and drink specialist stores saw a 3.9 per cent increase in January. This follows one in 10 (9 per cent) making a New Year's resolution to cook more at home, perhaps encouraging more local shopping and giving independent stores such as butchers and greengrocers a boost.

Karen Johnson, Head of Retail at Barclays, said: "January's figures are a positive signal that non-essential spending should remain strong in 2025. Despite expressing economic uncertainty and a cost-cutting mindset, shoppers are continuing to prioritise the things love – entertainment, wellness and evenings with family and friends."

Jack Meaning, Chief UK Economist at Barclays: "With the economy looking like it stagnated in the second half of last year, we're expecting GDP growth to pick up to 0.9 per cent in 2025. This will have been aided by Thursday's reduction in interest rates by the Bank of England. We expect Bank Rate to fall to 3.5 per cent before the end of the year, which should give a further boost to consumers who will once again feel the pinch as inflation rises in the coming months, albeit it temporarily."

Meiko's New UPster XD Extra-Large Undercounter Dishwasher

"It gives big results but only has a small footprint while providing a range of washing solutions for pubs, bars, hotels, restaurants, and cafes," says Meiko UK MD Paul Anderson.

Meiko's New UPster U 500 XD undercounter dishwasher washes everything from delicate glassware to crockery, serving dishes, trays, reusable food delivery crates and baking trays, which can be washed stacked next to one another.

There are multiple wash programs to suit the different ware, a self-cleaning programme and fully insulated chambers and doors to minimise heat loss and maximise efficiency. Optional GiO reverse osmosis ensures sparkling clean, spot-free results every time.

Paul Anderson continues, "Rack dimensions are 500 x 500 mm, but the machine washes trays and Euro crate boxes up to 600 x 400 mm thanks to the extended door.



"Using a deeper door to expand the flexibility of a dishwasher is an ingenious way to provide more value for the user and it makes the new UPster XD suitable for anyone who does not have enough space for a conventional pot washer."

UPster machines come with the new Meiko 'AktivPlus' fine filtration system, which filters the wash tank water several times over. Cyclic backflushing actively and reliably ejects food particles and dirt from the wash water. There is also a 'toothpick trap' to protect the drainage pump.

Blue colour-coded components mean that cleaning is made easier for staff. The parts coloured blue are those that need removal and cleaning in the sink, as part of the regular clean down. This ensures even untrained staff instinctively know what to do.

For more information, see the advert on the facing page, Tel: **01753 215120** E-Mail: **MeikoUK@Meiko-uk.co.uk** or visit **www.Meiko-uk.co.uk**

Prime Minister Backs Calls to Support Britain's Pubs



Reports that Prime Minister Keir Starmer has pledged his support to Britain's pubs, recognising their vital role at the heart of communities, has been met with mixed reaction.

As the UK hospitality sector grapples with rising business costs, including increases in business rates, employer National Insurance contributions (NICs), and wage hikes, mainstream newspaper The Mirror, part of the Reach Group has started a campaign "To Save Britain's Pubs" which, they say, the Prime Minister has pledged to support.

Sir Keir said: "Pubs are "hugely important". "They are the places where friends, family, community come together around something which is very British – the pub."

"It's a place of warmth, of opportunity, to have a nice time with friends, family and for many people to have the friendship and engagement that is so important to their wellbeing. That is uniquely brought together in our pubs, which is why there's nothing any of us like better than going to the local for a pint, myself included."

The challenges facing the UK's pub sector have been mounting in recent years. Over 400 pubs in England and Wales closed their doors in 2023 alone, and industry analysts predict that thousands more bars, restaurants, and clubs could be at risk by 2025.

Operators cite a combination of rising energy bills, supply chain disruptions, and a drop in consumer spending due to the cost-of-living crisis.

In addition, upcoming hikes in employer NICs and the increase in the National Minimum Wage are expected to place further strain on already struggling businesses, and the sector is also facing an increase in business rates as following the Chancellors announcement in her autumn budget that business rates relief will be reduced from 75% to 40% from April 1st will mean thousands of pubs will see bills rise by 140% or more in the year ahead as the average pub will see its rates bill go up from £4,017 to £9,642 a year.

With footfall declining and operational costs soaring, many landlords fear they will be unable to keep their doors open without meaningful intervention.

To emphasize Labour's commitment the Prime Minister pointed to the decision to take a penny off the pint in the Budget, saying it showed that the government backs pubs.

Speaking to the Mirror he said: "That was symbolic and important in the sense that we wanted to give that little bit of support for pubs, for pub goers, for those that this is an important part of their lives, and we will continue to do so.

"It's not just a business, it is something more than that in terms of a place that's at the heart of our communities. That's why we need to support our pubs, keep our pubs open and make sure that every place - every village, town, city - has many, many local pubs."

However, some operators in the sector took to social media to express their "scepticism" with comments including:

- *"If he thinks 1p of a point shows backing for pubs then he is deluded! Business rates will rise, NIC will rise, utilities will rise, wages will rise - 1pm does nothing to help. I'm surprised him or any politician is brazen enough to go to a pub these days."*
- *"Sorry but I can't take it seriously. @Keir_Starmer could save pubs by implementing a low VAT rate for hospitality but hasn't done that.This campaign is a PR stunt and I would be very surprised if anything useful comes from it. Happy to be proved wrong..."*
- *"Is this actually a joke….. cripples us with VAT, destroying us with higher NI contributions and killing us with tax….This man has zero clue about hospitality"*

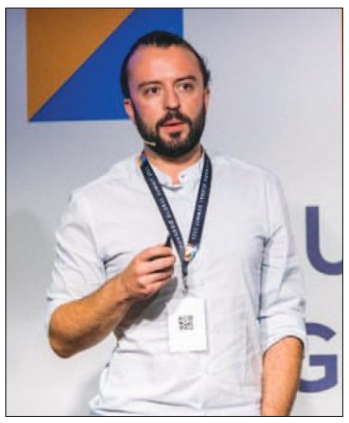


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How Restaurants Can Reduce No-Shows and Last-Minute Cancellations

By James Taft, UK Country Manager, Quandoo for Restaurants (https://restaurants.quandoo.com/en-gb/)



No-shows and last-minute cancellations have become increasingly problematic for restaurants in recent years. To minimise the impact, venues have attempted to create a safety net, with credit card capture and cancellation fees increasingly used as a way to encourage customers to honour reservations.

But how successful is this tactic in helping restaurants to convert bookings? Is it actually putting people off? And what impact is it having on overall profitability?

Quandoo for Restaurants analysed data from over 2,000 restaurants between January 2022 and July 2024 and found that, while credit card capture can help to reduce last-minute cancellations and no-shows, it can also be a barrier against guests making the original booking. In fact, nearly a third (28%) of diners said they were more likely to make a reservation when card details were not requested.

It's a line that restaurants need to tread carefully: venues must take a more holistic view of diner behaviour and what matters to customers at different points in their journey - from making the initial booking to sitting down at the table.

There are several strategies venues can take to mitigate these lower-risk cancellation scenarios, but just as impactful:

Recover from no-shows as quickly as possible. Cancellation fees aren't an effective way to protect and maximise revenues, with only 16% of restaurant owners saying they help to recover loss of earnings. While some may adopt a 'something is better than nothing' attitude, it's far more effective to focus on reselling each table and filling it with guests where the overall spend is much higher.

To do this, venues need to increase visibility among those customers who are looking to secure a last-minute table. Our research showed that over 50% of cancellations happen on the same day, but it also highlighted a large demand for last-minute tables, with 18% of bookings made within two hours of dining. Online marketplaces can help to seize this opportunity and can be used by operators to offer live availability so that when no-shows or cancellations happen, new diners have the chance to book.

Help guests communicate a change of plans. Communicating a last-minute change is something customers often feel guilty about. So much so that one in ten adults said they would prefer to pay a no-show fee than pick up the phone and verbally cancel. To avoid this, restaurants must make it as easy as possible for customers to let you know if they can no longer make it. Confirmation emails and automated reminders are a great way to do this and remind guests about their upcoming reservation, allowing them to confirm or cancel with just a few clicks. This can also include follow-up messages that invite guests to rebook or include a promotional offer to entice them.

Communicate your reservation policy. Finally, being clear on your reservation policy and the implications of 'credit card capture' can help to convert diners. For example, guests might see a form to enter their credit card details and be put off because they are under the impression that a deposit will be taken. The reality might be that, as long as the guest cancels within two hours of when the table is booked, they won't be charged. Communicating any information about potential charges, or how long you hold tables for before freeing them up to others, means diners don't feel ambushed or caught out should plans change.

Reducing the number of no-shows in your restaurant is essential to running a profitable business. Every restaurant will have unique needs and will need to consider which strategies are right for them. By implementing some of these approaches, however, operators can feel more confident that they have a robust safety net in place.

Government Axes Pub Community Ownership Scheme

A government initiative aimed at preserving cherished local assets such as parks, pubs, and community centres has ended ahead of schedule, with a significant portion of its budget unallocated.

The Community Ownership Fund, launched in 2021, was initially planned to distribute £150 million to support local projects until March 2025, giving them the financial firepower to take control of pubs, village shops, sports grounds and other beloved assets.

However, the scheme's final round of grants has now been completed, with the Government attributing its early closure to financial pressures.

Throughout the programme, around £135 million of the promised funds have been allocated to 409 projects, with an additional £8.5 million spent on application support services. Officials have stated that the remaining funds will be redirected to other Government priorities.

The last tranche of funding, totalling £36 million, will benefit 85 projects across the UK. These include at least 35 community centres, eight pubs, eight parks, and 19 sports clubs and leisure facilities.

The move saw Prime Minister Sir Keir Starmer come under more fire and branded a "Scrooge" for scrapping the scheme just days before Christmas as the Government blamed the decision on the state of public finances.

Among the notable recipients are four historic swimming pools, including the 1960s Portishead Lido in North Somerset and the Victorian Shoalstone Pool, one of the few remaining tidal pools in Devon.

Efforts to save local pubs before the fund is axed include a village inn in North Yorkshire will receive £300,000 for community purchase, while a 200-year-old pub in Gwynedd will undergo renovation with the help of another £300,000 grant.

Recipients of the fund have included the Radnor Arms in the Welsh village of New Radnor, which was saved by £400,000 raised in part through the community ownership fund.

Hermione Evans, a resident of the area said: "It will be wonderful to have life and conviviality restored to the centre of our village community. A welcome for all."

Residents hoping to save The Bell in Odiham, Hampshire, were also awarded nearly £1 million to buy, repair and renovate it.

Ranil Jayawardena, then the area's Tory MP, said it would save the pub "for this generation and the next".

The final £36 million round of funding announced on Monday will go to 85 projects across Britain, including at least 35 community centres, eight pubs and eight parks.

Deputy Prime Minister Angela Rayner commented: "We are delivering on our plan for change by saving these vital community assets, which provide essential opportunities for working people and their families. These projects showcase the unique spirit of communities across the UK, bringing people together and fostering a sense of belonging."

Scotland: £5 million will support 11 projects, including over £1.7 million for the refurbishment and expansion of the MacMillan Hub community arts centre in Edinburgh.

Northern Ireland: £3.7 million will be distributed across 10 projects, such as £800,000 for an autism and additional needs charity in Belfast to expand its facilities.

Wales: Seven schemes will receive a total of £2.1 million, including £400,000 to create a museum for the Welshpool and Llanfair Light Railway.

England: Almost £22.5 million will be allocated to 75 projects, including:

- *£4.7 million for 11 schemes in the South West.*
- *£4.6 million for eight projects in the North West.*
- *£3.9 million across 10 initiatives in the East Midlands.*
- *£3.2 million shared by four projects in London.*
- *£3 million for eight schemes in the South East.*
- *£2.2 million distributed among six projects in Yorkshire and the Humber.*
- *£1.6 million across five West Midlands projects.*
- *£1.7 million for three schemes in the East of England.*
- *Over £675,000 for two projects in the North East.*

Although the Community Ownership Fund has now closed, the Government has pledged to outline further strategies for community asset ownership in 2025. These plans are part of broader reforms detailed in the recently published English Devolution White Paper.

Alex Norris, Minister for Local Growth, stated: "These grants have been prioritised to safeguard and enhance what these vital places offer—from improving access to sport and education to tackling loneliness and boosting family services. This is just the beginning of our efforts to empower communities and provide greater control over their assets. Our full strategy will be unveiled later this year."

J&E Hall Cellar Coolers Impress at Boom Battle Bars

J&E Hall cellar coolers are playing a significant supporting role as the popularity of the Boom Battle Bars entertainment chain gathers pace.

While games such as axe-throwing, crazier golf and augmented reality darts are proving to be a major draw, quality food and drink also contribute to a formula with a multi-generational appeal.

The business opened its first venue in Norwich in December 2020 and has grown steadily since. Boom Battle Bars are a high-volume business serving a lot of draught refreshments, so quality cellar cooling is essential. Having a very good cooling system for the customer-facing area is critical to the experience that the customers expect.



Heat Recovery (HVAC) has installed J&E Hall cellar cooling equipment in a dozen venues so far. Co-owner Mike Higginson says: "In mid-2020 I had a call from one of the Boom Battle Bar designers who I had done a lot of work for over the years – presenting a great opportunity. We became involved in work at the Liverpool bar in late 2020 during lockdown and it all went on from there. We have installed J&E Hall cellar cooler equipment of varying sizes and specifications in a dozen venues so far. The units are good quality, easy to use and maintain. They are a very good product for the price range."

Ideal for beer cellars and other applications down to 4°C, J&E Hall's complete range of cellar coolers provide a cost-effective and reliable solution to maintain specific temperatures required for beer and wine cellars.

Boom Battle Bars is the market leader in a new entertainment concept, competitive socialising, offering games including American shuffleboard, augmented reality darts and axe-throwing as well as conventional pool and beer pong.

See the advert on the facing page or visit **www.jehall.co.uk** for details.

Keeping Cocktails and Mocktails Simple

The popularity of cocktails and their non-alcoholic counterpart has been increasing year on year with no sign of slowing down. Just because they sound complicated doesn't mean they have to be. Great cocktails don't need to be daunting. In fact, many of the Uk's best loved cocktails are surprisingly easy to create with the right products.

Bristol Syrup Company have distilled down years of experience both in front and behind the bar, to create a range of syrups and purees packed full of authentic flavour and perfect for making simple but delicious serves.

Our products are more than just sweet, they are layered with depth of flavour and acidity, to ensure tasty, balanced drinks with fewer ingredients. And because they're made right here in Bristol with all natural flavours, real fruit and fully recyclable bottles. Your customers will be getting the top-quality drinks they deserve. Which is of great importance in the current climate, consumers might be cutting back on the amount they drink. But as the priority shifts away from quantity it focuses more and more on quality.

With the growing trend for non-alcoholic alternatives, flavour is key. Our liquids have been created to enhance your drinks whilst keeping it simple, perfect for mouth-watering cocktails and inviting mocktails alike. Do your drinks a favour with Bristol Syrup Company.

If you would like to learn more about our products, request samples or receive a copy of our Simple Serves Brochure, drop us a line at **Hello@BristolSyrupCompany.com**

See the advert on the facing page for more details.



Hospitality Industry in Crisis: Former Night-Time Czar Demands Government Action



One of Labour's top business supporters has issued a stark warning to chancellor Rachel Reeves that her Budget will cripple businesses and lead to swathes of job losses.

Industry advocate Sacha Lord has made an urgent plea to the Government, warning that without immediate intervention, up to 9,000 pubs could be lost within the next year.

Lord, a high-profile entrepreneur and former Manchester Night-Time Economy Adviser, has been a vocal supporter of the Labour Party for the past four years. However, in a dramatic turn, he has expressed serious doubts over the Government's commitment to the industry, stating that Labour's promise to be a 'party for business and growth' now rings hollow.

In a strongly worded letter to Chancellor Rachel Reeves, Lord outlined his concerns, urging the Government to acknowledge the severity of the crisis gripping the hospitality sector. Citing UKHospitality figures, he reminded policymakers that the industry employs 3.5 million people and contributes £54 billion in tax revenue annually.

"Hospitality isn't just an industry; it's the heart of our communities and our economy. These businesses are not just numbers; they are the backbone of our high streets, communities, and cultural heritage," he stated. "If nothing changes, thousands more will collapse, and the Government will be directly responsible."

His letter comes in the wake of recent tax hikes and operational cost increases, which have led to venue closures, job losses, and stalled investment in the sector. Lord challenged the Chancellor to consider whether supporting businesses to remain viable—even at a modest profit—would be more beneficial than allowing mass closures and job losses.

The hospitality industry has faced a tumultuous few years, with the impacts of the pandemic still reverberating, energy costs soaring, and supply chain disruptions further straining businesses. The introduction of higher business rates and tax changes has exacerbated these issues, with many operators warning they can no longer remain viable under current conditions.

Industry leaders have repeatedly urged the Government to implement supportive measures, such as VAT reductions for hospitality businesses, business rate reforms, and targeted financial aid to prevent widespread closures.

The Chancellor's office has acknowledged receipt of Lord's letter but has yet to provide a formal response. With the threat of thousands of closures looming, industry stakeholders will be closely watching for any indication that the Government is prepared to step in before it's too late.

Nottinghamshire Publicans Honoured with Prestigious Award

The publicans of an historic Grade II listed Nottinghamshire village pub have received a prestigious award to mark their 20th anniversary at the helm.

Gill and Paul Riley of The Red Hart Hotel on Bawtry Road in Blyth were presented with the Dedication Award by the building's owners – Star Pubs – in recognition of their contribution to the pub and the community during the past two decades.

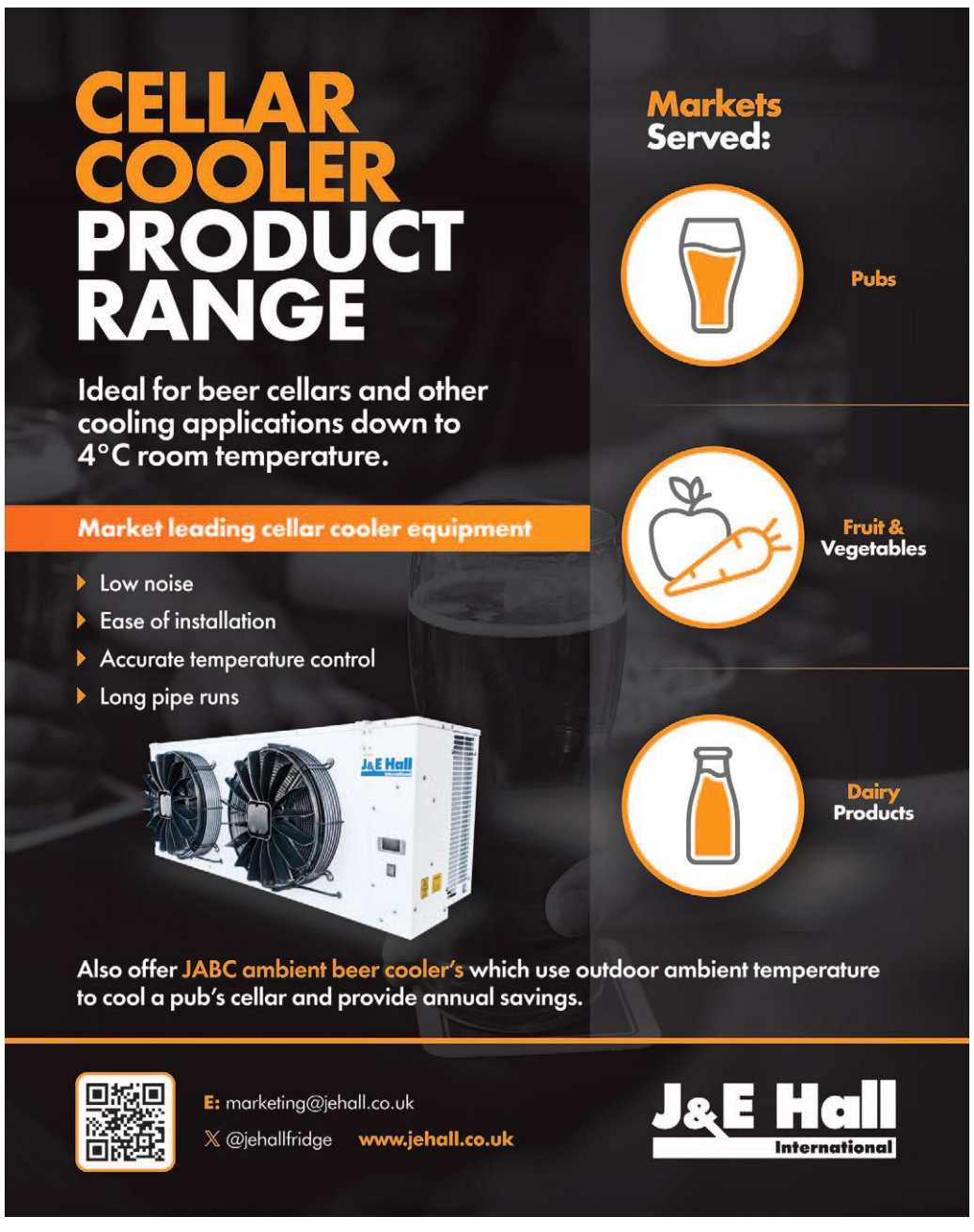
Gill and her husband Paul – an award-winning chef – took over The Red Hart in 2005, transforming it from a run-down little-used local into a top quality pub that is a destination dining spot for people from across the region as well as a focal point of Blyth life. Its tap room, known as "the village living room", is a gathering place and talking shop for residents, and the Rileys provide space for village activities. Local groups, from the golf society to the ladies reading circle, hold their meetings there, whilst others, such as the Maltby Sword Dancers and the amateur dramatics society, practise in the function room.



The Red Hart holds events to mark key occasions in Blyth. Regular fixtures include Christmas carols with Harworth Brass Band, screenings of major sports tournaments and August bank holiday fundraising fundays ranging from a hoedown complete with a mechanical bull to an Ibiza party with a foam machine. These have contributed to The Red Hart raising thousands of pounds – nearly £7,000 in the last year alone – for residents in need and for causes like the Blyth Bowling Club restoration fund.

Gill – a former hairdresser – and Paul were looking for a pub of their own when they spotted The Red Hart was available. Recalls Gill: "I'd known The Red Hart growing up and had some of my first drinks here. It's a beautiful old pub and I'd always liked it. I was upset when I saw the state it was in. We wanted to bring it back to its glory days and turn it into a pub that served the needs of the village. Within six weeks we'd sold our house and moved in, living in two rooms with our family whilst repairs were done. We've never regretted it. There's a strong sense of community in Blyth and residents have backed us every step way of the way; we couldn't have done it without them or our fantastic staff. It's been hard work but worth it. The Red Hart is the right pub for us, and we love it."

Looking to the future, Gill and Paul are on their way to clocking up a quarter of century at The Red Hart, having recently signed a lease for another five years. They are also waiting for regulars to come up with the next "madcap fundraising idea" for the pub to support.





Raising a Glass to 2025: What's Next for UK Hospitality?



Planning for the year ahead is essential for any business - reviewing your strategy, meticulously planning marketing campaigns and promotions to align with key visitor schedules and refining food menus. But, have you considered your wine list?

We spoke to **Lanchester Wines' James Dainty** and asked which trends he predicts will shape the UK hospitality scene for 2025:

1. THE IMPACT OF THE ALCOHOL DUTY CHANGES

The UK's recent changes to alcohol duty have caused a ripple effect across the industry, particularly in how businesses price and source their wines. While the changes were intended to simplify the duty system, many in the trade have voiced concerns about their impact. Some critics feel the "one-size-fits-all" approach penalises wines, spirits and hospitality sectors, which already operate within highly competitive markets.

Most importers, such as Lanchester Wines, started working with our wine suppliers last year, asking them to pick the grapes earlier, which helps reduce the ABV of the final wine. You'll have seen a steady rise in the number of mid-strength wines available, with ABVs ranging between 3% and 9.5% - these have been created to lower the Alcohol Duty and maintain a competitive price. Be mindful that reducing the alcohol in a wine can alter its flavour and body, so first, make sure you consider if price or quality is more important to your customer. Lanchester Wines has made a commitment to our customers that we will only lower the ABV of a wine where the quality is not affected.

2. SUSTAINABILITY IS NO LONGER OPTIONAL – IT'S ESSENTIAL

Sustainability is increasingly becoming a top priority for UK consumers and this is especially true for the younger generation. As environmental concerns rise, so too does the demand for eco-friendly, ethically sourced products. Wine is no exception. In fact, wines with strong green credentials, such as those produced with organic or biodynamic methods, are gaining popularity in the market.

This shift is not just a passing trend, it's a long-term change in consumer behaviour and hospitality operators must recognise that if they are not already on board with sustainable wine practices, they soon will have no choice but to adapt. This could mean partnering with wine suppliers who prioritise sustainability, ensuring your wine list features options with credible green credentials and communicating your commitment to sustainability to guests.

At Lanchester Wines, we believe that embracing sustainability is essential for future growth. From generating our own renewable wind and solar electricity to eco-friendly packaging – we were the first UK wine importer to use the super lightweight 300g wine bottle - to supporting organic and biodynamic producers, we have worked hard to ensure our portfolio aligns with the values of today's environmentally-conscious consumer. We recommend collaborating with your wine supplier to understand the sustainability credentials of the wines you stock, ensuring that they meet the expectations of the discerning modern guest.

3. QUALITY OVER PRICE – THE DEMAND FOR PREMIUM EXPERIENCES

While rising costs in the wine industry, particularly due to changes in alcohol duties, may be putting pressure on operators, one thing remains clear: consumers continue to prioritise quality over price. With growing interest in premium and unique wines, the hospitality sector has an opportunity to attract guests willing to pay for exceptional quality.

A well-thought-out wine strategy is about offering a curated selection that enhances your guests' experience and complements your overall beverage and/or food strategy. By offering exclusive wines, personalised wine-pairing events and premium selections, you can create memorable experiences that leave guests wanting more.

4. ELEVATED EXPERIENCES AND PERSONALISATION

Offering bespoke wine options or curated wine pairings can turn a simple meal or overnight stay into a special occasion. The growing demand for customised experiences is evident across the hospitality industry and wine is no exception.

Take the opportunity to engage guests even before their visit. During the booking process (table or room), ask about special occasions and offer tailored experiences such as a personalised bottle of wine or a celebratory Champagne. These thoughtful touches can enhance the guest's overall experience and create lasting memories. Whether it's through customised wine labels, exclusive wine ranges, or special wine events, the goal is to make each guest feel like they are receiving something extraordinary.

5. CREATING A STRONG WINE STRATEGY FOR 2025

Looking to 2025, operators must be proactive in crafting wine strategies that align with the evolving expectations of the market. Working closely with a trusted wine supplier can help ensure that your wine list stays fresh, exciting and relevant. At Lanchester Wines, we believe that great wine is more than just a drink – it's an experience that can elevate any occasion. By collaborating with your supplier, you can create a wine offering that not only complements your menu but also helps drive profitability and customer loyalty.

A good wine merchant aligns your wine list with your menu, but a great one collaborates with you to craft a strategy that elevates guest satisfaction and boosts profitability. At Lanchester Wines, we specialise in doing just that. Discover how we can help increase your wine sales at **www.lanchesterwines.co.uk**.

Welsh Beer And Pub Sector Generates Over £1.5 Billion To The Economy And Supports More Than 68,000 Jobs

Wales' beer and pub sector pours more than £1.5 billion into the national economy and supports more than 68,000 across jobs across Wales, but is at risk from punishing costs, the Welsh Beer and Pub Association has warned.

The leading trade association's inaugural The State of the Nation 2025 report says pubs are fundamental for local jobs, tourism, and bolstering rural communities.

However, the WBPA warned at the report's launch at the Senedd yesterday (Wednesday, 22 January) that, despite its vital role, ongoing and considerable pressures have placed the sector's viability at real risk.

Currently, Wales continues to experience higher pub closures than the rest of the UK, with 6.5% of pubs closing between 2018 and 2023, compared to 4.6% in England and 3.9% in Scotland.

Lower business rates relief compared to their English counterparts further exacerbated financial pressures, leaving Welsh pubs an average of £6,000 worse off this year.



While there was a slight deceleration in closure rates in 2024, the upcoming rise in National Minimum Wage and National Insurance Contributions could cost the sector more than £650 million, putting further strain on its recovery.

The WBPA says Senedd support is essential if the sector is to continue boosting the country's coffers and remain the backbone of the job market.

The WBPA is calling for a reduction in soaring costs of doing business. They call on the Senedd to swiftly introduce meaningful and permanent business rates reform to provide certainty for pubs, support the phasing of new employment costs commencing in April and for lowering beer duty to the EU average.

Emma McClarkin, CEO of the WBPA, said: "The beer and pub sector is a vital Welsh industry that so many people's livelihoods depend upon. It's critically important both economically and socially and provides so many jobs for young adults and those seeking flexible work. "Our industry pours more than a billion into the economy and is crucial for jobs, the community, and tourism, but with pubs making an average of just 12p a pint thanks to the huge cost of doing business, it is in a fragile state.

"If the Senedd backs the industry then our sector and its fantastic workforce can continue to boost the economy, employ more people, and remain at the heart of communities in Wales."

The WBPA is calling on the Senedd to collaborate with the sector to deliver a truly circular economy that the industry is committed to. This must seek to minimise the additional costs and complexities for Welsh pubs and brewers, allowing to adjust operations, supply products across the UK, and plan financially.

Nick Payne, Chairman of the WBPA and MD of S.A. Brains, said: "Our sector has a distinct history, character, and culture that sets it apart from the rest of the UK. Over the last decade, we have seen a blossoming of local breweries across Wales, and the past year has witnessed a slowing down in the number of pub closures."

"However, we can't ignore the fact that margins are still slim and being squeezed further. Many operators are struggling to manage the increasing cost of doing business, and the national economic outlook remains challenging.

"We need policymakers and politicians, here in Cardiff Bay and across the border in Westminster, to take a second look at the policies they are drafting, especially the cumulative impact of these policies, and work with us to put in place the regulatory and economic frameworks that will ensure our breweries and pubs remain the heart of their local communities and economies."

KDE Catering Equipment: Your Trusted Partner in the Catering Industry

KDE Catering Equipment is a leading independent supplier of commercial catering equipment, providing sales, service, and installation with unmatched expertise. Serving a wide range of sectors—including hospitals, hotels, pubs, restaurants, takeaways, schools, nursing homes, and coffee shops—KDE ensures tailored solutions for every budget and requirement.

Founded and independently owned by Jonathan Mellor, whose career spans three decades working with renowned manufacturers worldwide, KDE is built on a foundation of industry knowledge and a commitment to excellence. This experience allows the company to deliver exceptional service and high-quality products to businesses of all sizes.

KDE proudly serves as the UK's official importer of STIERLEN, a German manufacturer celebrated for its precision-engineered glasswashers and dishwashers. Designed to handle the rigorous demands of commercial kitchens, these glasswashers and dishwashers offer outstanding performance, durability, and efficiency. All with 2 years parts warranty.



In addition to its extensive product range, KDE stands out for its customer-focused services, including overnight delivery on most products. This ensures businesses can quickly access the equipment they need to keep operations running smoothly, minimizing downtime and maximizing productivity.

From expert advice to seamless installation and ongoing maintenance, KDE is dedicated to supporting its customers at every step. Whether outfitting a new kitchen or upgrading existing equipment, KDE combines reliability, quality, and convenience to meet the unique needs of the catering industry.

With a legacy of trust and a focus on innovation, KDE Catering Equipment remains a cornerstone of the UK's catering sector, helping businesses thrive with dependable, high-quality solutions delivered with unparalleled efficiency.

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Creating A Supportive Mental Health Culture Whilst Maintaining Customer Experience

By Clare Foster Consultant Clinical Psychologist and CEO of Eleos Group. (https://eleosgroup.co.uk/)



"Service with a smile" is a popular mantra in the hospitality industry that most people are familiar with. Its memorable snappiness serves as a reminder for staff to focus on providing friendly, professional customer service. But is this expectation to provide friendliness no matter what unrealistic and unfair pressure to place on hospitality workers in the modern workforce?

UNDERSTANDING HOSPITALITY'S UNIQUE MENTAL HEALTH CHALLENGES

The UK faces a mental health crisis, with one in four people experiencing challenges each year (source: Mind). In hospitality, this figure rises, with three in five workers affected and one in two having thought of suicide or self-harm (source: R;pple). The numbers are stark, but are mental health challenges clear in the workplace?

Hospitality roles are high-pressured and front-of-house often demands a performance-like quality. Staff are expected to embody the atmosphere of enjoyment customers seek - relaxed and cheerful bartenders create a positive customer experience. However, this expectation may lead employees to suppress struggles or feel unable to express vulnerabilities.

The statistics highlight the need for intervention. Many of us will have been served by hospitality staff experiencing mental health challenges or worked alongside struggling colleagues. However, with performance expectations so ingrained, are managers able to spot the signs?

The challenge is great: how can we create an environment where hospitality staff express their needs without impacting perceived customer experience?

CULTURAL EXPECTATIONS AND PUBLIC AWARENESS

A good first step to improving mental health in the hospitality industry

The public certainly have their role to play with lifting the 'pressure to perform' in the hospitality industry. I suspect that when we plan to have a great night out or enjoy a relaxing meal, we can easily forget that the people serving us are individuals – not machines with a constant 'happy' mode. Everyone has the right to be their true, authentic selves at work, and part of this is recognising that everyone has a bad day sometimes.

The industry also has a responsibility to educate the public about the challenges staff can face and the human side of hospitality work. Especially during peak times like Christmas, a public education campaign could help to promote empathy and encourage customers to treat staff with respect.

SUPPORTING VULNERABLE STAFF

A key way to support mental health in any industry is to recognise the potential vulnerabilities of the workforce. Students and young people make up a large proportion of front-of-house staff, yet many young people may have limited skills and support networks to handle workplace challenges. University students, for example, may have moved away from home to complete their studies, and may not have access to their usual support network.

Recognising the personal circumstances employees face, as well as creating tailored resources for managers to support staff in different circumstances, can help organisations implement appropriate workplace mental health support.

For example, providing tailored support for staff living away from home or acknowledging the unique challenges faced by seasonal and zero-hour contract workers rather than a blanket approach, ensures issues don't slip through the cracks.

Unsociable hours, which are common in hospitality, can add another layer of difficulty. Employers can strive for fair shift distribution and accommodate individual needs where possible. Understanding staff on a personal rather than transactional level is crucial.

CREATING A SAFE AND OPEN CULTURE

is for employers to ask themselves whether their workplace culture truly permits staff to say, "I'm struggling." For some, being in a social and lively work environment can be helpful. For others, the expectation to "push through" can exacerbate their challenges.

Creating a culture of openness around mental health is not a quick fix, it's also not something that can be sorted with a poster on the wall in the breakout room. Managers need to be supported to spot the signs of mental health challenges, and procedures need to be implemented to ensure that when an employee does come forward, they're supported well, and appropriately.

Employers must establish a culture where staff feel safe to express their struggles without fear of losing their job, which the temporary nature of seasonal work can make more pressurised. Creating this kind of culture could mean openly discussing and normalising conversations about mental health, clearly explaining mental health support processes to employees from day one, and collaborating with trade unions and regulatory bodies to ensure strong safety nets.

CONTINUOUS REFLECTION AND IMPROVEMENT

Hospitality work is often transitory and seasonal, making it harder to build long-term relationships within teams. However, this doesn't excuse inaction. Without proper focus, mental health challenges in the industry will continue to be overlooked.

The hospitality industry faces unique hurdles in addressing mental health, and it's not an issue with an overnight fix. Employers must regularly revisit mental health policies, learn from incidents, and actively improve support systems to drive meaningful change.

While I'm not an expert on the specific challenges hospitality workers face - I know, as a clinical psychologist specialising in workplace mental health, that these issues won't resolve themselves. Employers must take decisive action beyond mission statements. Prioritising staff mental health isn't just a duty of care; it's essential for safeguarding the industry's workforce and ensuring its sustainability for the future.

Northern Hospitality Outperforms South in Site Growth and Customer Experience

The latest data from Northern Restaurant & Bar (NRB) and CGA by NielsenIQ reveals that the North of England has demonstrated stronger resilience and growth in Britain's licensed hospitality sector compared to the South.

The study, which tracks a wide range of licensed venues including pubs, bars, restaurants and nightclubs, shows that while the industry as a whole has stabilised after previous declines, major Northern cities have outperformed their Southern counterparts in both site growth and feedback from customers.

The report shows a total of 99,120 outlets operating across Great Britain in December 2024, compared to 99,113 in December 2023. This represents a year of stability following industry declines in both 2022 (-4.5%) and 2023 (-2.9%).

While the market as a whole remains stable, significant regional differences have emerged, with the North demonstrating stronger performance than the South. The North recorded a modest site growth of 0.1% in 2024, while the South experienced a slight decrease of -0.2%.

Liverpool, Chester, and Sheffield emerged as the strongest performers in the North, each recording a 2.4% increase in site numbers - significantly outperforming both the national average (0.0%) and London (1.6%).

Leeds (1.5%) and Manchester (0.1%) also showed incremental growth, reinforcing the North's steady expansion. In contrast, key Southern cities such as Birmingham (-0.7%) and Bristol (0.1%) experienced stagnation or decline. These figures suggest an edge in resilience for major Northern hospitality hubs.

Pubs and bars are among the strongest performers in the North, with visits increasing by 4% in 2024, while the South experienced a decline of -1%. The data also signals a shift in consumer habits, with nightclub visits down by 5% in the North and 2% in the South, reinforcing the move toward more community-focused venues and casual socialising.

The North's growing reputation for hospitality excellence is attracting major investment, with an expanding mix of high-profile openings from both homegrown and national brands. Notable additions include Skof in Manchester by Tom Barnes, formerly Head Chef at Simon Rogan's three-Michelin-starred L'Enclume, and Chartwell at Aldwark Manor Estate in North Yorkshire, which has already earned three AA Rosettes. Additionally, Fifty Two at Rudding Park Hotel in Harrogate has recently secured a place in the Michelin Guide.

Operators such as Roxy Leisure Group, Concept Taverns, and Mission Mars (the group behind Albert's Schloss and Rudy's Napoletana) are reinforcing the North's position as a dynamic hospitality hub, with concepts that resonate strongly with both locals and visitors. While historically, brands have expanded from London outward, an increasing number of Northern-born hospitality brands are now moving successfully into the capital.

Beyond site growth, the North is also outperforming the South in customer experience and feedback. Satisfaction levels across the region consistently outperform those in the South, with significant improvements in key areas. Consumers in the North report superior food quality (+1.0%) and drink quality (+4.0%), alongside more impressive service (+3.0%) and shorter wait times (+2.0%). Furthermore, the North provides better value for money (+2.0%) and a stronger overall sense of satisfaction with the visit (+2.0%), highlighting its commitment to delivering an outstanding experience.

Hospitality spending in the North has seen a notable 6.2% increase compared to 2023, with the average monthly spend now surpassing £100 for the first time. While Southerners still lead in spending, with an average of £108 per month and a more modest increase of 4.8%, the gap is steadily closing year-on-year.

Notably, the region has proven less impacted by price increases, with Northerners reporting 10% fewer concerns about rising costs when eating or drinking out compared to the South. Additionally, consumers in the North cite having 'sufficient disposable income' as a reason for going out (11%).

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Since then, our line-up has grown to include ciders, more beers, and a whole host of best-selling specials – each one made with premium British-farmed ingredients. Customers can't get enough either. More and more venues are trying us and selling out in record time. All because of the incredible taste and a love for farmers across the UK.

We ended 2024 with a run of award wins and officially became England's Best Lager at the World Beer Awards. Now we're the UK's fastest-growing beer



brand with an enormous following on social media. That's why you should take advantage and stock us.

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Britain's fastest growing beer



To become a stockist get in touch with salesteam@hawkstone.com

Navigating NET-Zero: A Business's Guide to Sustainability

Phrases such as 'sustainable', 'net-zero', 'eco-friendly' and 'green' are used everywhere, but what do they actually meanmean? To many consumers those words all mean the same and ultimately mean 'good for the planet'. Consumers place trust in the claims made by businesses, so it's important to get those green claims right to protect your reputation and avoid visits from regulators.

Whether it's beer that claims to be made using renewable energy, or a restaurant using local sourced ingredients, it's clear that green sells. Even in the restaurant sector 7 out of 10 Brits believe that restaurants should be more sustainable (source)(Source : Belu and Wateraid). Younger consumers in particular care about the environment with 69% of Generation Z consumers willing to pay more for sustainable products (Source)(Source : Statista) . Even during a cost-of-living crisis that's affected the hospitality industry, consumers are still looking for green ways to spend their money. As retail guru Mary Portas puts it 'Every £1 spent is a vote for how we want to live'

The Competition and Markets Authority, Trading Standards and the Advertising Standards Authority are coming down hard on businesses that are unable to back up their green claims . Help is available though. The Chartered Trading Standards Institute has put together guidance on how to comply with environmental claim regulations, to help you get your green claims right. Visit BusinessCompanion.co.uk to get free advice from trading standards experts. Businesscompanion.co.uk is a free government backed website, written by trading standards professionals, that helps you comply with consumer protection law, which includes green claims. This will help

businesscompanion
trading standards law explained

ensure that your green claims around your food, drink, and even the way your business operates will be legal. On the site you'll find handy guides and leaflets that will help you to get your green claims right.

A good question to ask yourself around green claims, is "how can I prove this"? Also put yourself into the mind of your customer. Would your customers understand what a 'sustainable meal' or what a 'responsibly sourced' product is? If your green claims are vague, misleading, or not adequately explained, then you might not be complying with the law.

Whether it's beer that claims to be made using renewable energy, or a restaurant using local sourced ingredients, it's clear that green sells. Even in the restaurant sector 7 out of 10 Brits believe that restaurants should be more sustainable (source). Younger consumers in particular care about the environment with 69% of Generation Z consumers willing to pay more for sustainable products (Source) . Even during a cost-of-living crisis that's affected the hospitality industry, consumers are still looking for green ways to spend their money. As retail guru Mary Portas put it 'Every £1 spent is a vote for how we want to live'

If you run a business that is making green claims about the products you sell, or the way your business operates it is important that you get your claims right. Getting green claims right from the beginning will save you time and money, and protect your reputation. We have seen businesses of all size get this wrong, which has led to social media campaigns against these businesses, as well as potential fines from regulators and damage to reputations. However, help is at hand to help you get your green claims right.

Top tips to getting environmental claims right:

- *Make sure that you understand the difference between various definitions, such as sustainability, ecodesignedEco designed and carbon footprint. Our free guidance here can help younet zero guidance on businesscompanion.co.uk can help you*
- *Make sure that every green claim you make can be backed up by evidence.*
- *As a professional you may know the meaning of green terminology such as 'sustainable', 'environmentally friendly' and 'net-zero', but most consumers don't. Consumers will appreciate an explanation of how and why your product or service is green, and it will help you comply with the green claims code.*
- *Don't be afraid to challenge your suppliers on their environmental claims.*
- *Familiarise yourself with the Competition and Market Authorities Green Claims CodeGreen Claims Code*
- *If you need further information, or want to check if your products or services comply then download your copy of the free Net Zero guide available on* ***businesscompanion.co.uk***

Net zero for businesses | Business Companion

UK Hotel Investment Reaches £5.75 Billion In 2024, Doubling 2023 Levels

UK hotel investment transactions are estimated to have reached £5.75 billion in 2024, according to Savills, more than double the volume recorded in 2023. This marks the highest level of activity in the sector since 2018.

Savills research shows that the resurgence in activity was largely driven by portfolio transactions (such as Blackstone's acquisition of Village Hotel and KKR and Baupost's purchase of 33 Marriott hotels), which accounted for 55% of total investment volumes, equating to £3.14 billion. Portfolio volumes grew by 582% year-on-year, reflecting the subdued levels of activity seen in 2023. Even compared to the 10-year annual average, portfolio volumes in 2024 were 61% higher, highlighting the hotel market's continued recovery.

Regional hotel volumes totalled £3.34 billion in 2024, representing



58% of total volumes. This marks a 217% year-on-year increase and is 24% above the 10-year annual average. London also saw significant growth, with transaction volumes rising by 105% year-on-year to £2.40 billion in 2024, following a steady 17% year-on-year increase in 2023.

Tim Stoyle, Head of UK Hotels, Savills, says: "In 2024, the UK hotel market demonstrated resilience, with investment activity resurging. Private Equity confidence has been central to this recovery, with significant investments made by Starwood Capital, Blackstone and KKR as well as a number of others.

"The sector's strength is supported by solid fundamentals, including its role as a robust inflationary hedge, its resilience as an asset class, and its continued international appeal."

Stout Soars As Live Sport Drives Pub Sales Despite Overall Decline

The Oxford Partnership has released its analysis of the positive impact of live sports on the UK on-trade sector as the Six Nations and FA Cup action boosted footfall in venues, despite a decline in volume sales compared to 2024.

Total volume sales for the opening weekend of the tournament were down 7.5% compared to the 2024 equivalent, yet the Six Nations continued to prove its value, with volume sales in Week 2 of the tournament growing by 9.8% versus the pre-Six Nations Friday-Sunday.

An estimated 29.4 million pints were sold from Friday to Sunday, with the average pub pouring 776 pints of draught beer and cider, generating approximately £3,940 in revenue.

The biggest winner of Week 2 was Guinness, with stout sales increasing by 14.5% versus 2024. Conversely, Core Lager saw a marked decline of 15.7%, while World Lager, World 4%, Premium Lager & Core Lager all experienced a drop. This indicates a growing preference for darker beers during rugby season, particularly in pubs screening Six Nations matches.

The divide between TV Sports and Non-TV Sports venues was stark.

- Non-TV Sports sites experienced a volume decline of 17.6% compared to 2024.
- TV Sports sites only declined by 1.2%, reinforcing the value of live sports in driving trade.
- Footfall in TV Sports Pubs grew by 11.1%, highlighting benefit of high-profile fixtures.
- Dwell times were significantly higher in TV Sports sites (159 mins) compared to Non-TV Sports sites (142 mins), with suburban venues leading (12.7%).

Regionally, London and the North-West led volume sales, with the average pub serving 77-85 additional pints over the weekend. Meanwhile, the South-West, South-East, and Anglia underperformed, bringing down England's average. Scotland, buoyed by another strong Six Nations weekend, outperformed expectations, while Wales struggled—perhaps due to the result.

While rugby took centre stage, football played its part too. The three FA Cup Round 4 fixtures featuring Premier League clubs contributed to the 18% increase in Sunday footfall. Pubs showing both the Six Nations and FA Cup benefitted from extended dwell times and greater overall sales.

Alison Jordan, CEO of The Oxford Partnership, said: "The data shows the enormous value that live sport brings to the on-trade. While overall sales were down versus last year, venues showing the Six Nations and FA Cup fixtures saw stronger footfall, longer dwell times, and a much better weekend overall. Guinness continues to dominate, reinforcing its status with sports fans. Looking ahead, operators must continue to leverage live sport as a key driver for trade, especially as we enter the latter stages of these tournaments."

With more Six Nations action and further FA Cup rounds ahead, the data suggests that sports-driven trade will remain crucial for the hospitality sector in the coming weeks.

The Future of Wine: Sustainability from Vineyard to Glass

Sustainability is no longer an afterthought in the wine trade; it's a driving force behind innovation. The transition from carbon offsetting to carbon insetting is reshaping the industry, influencing how wine is produced, packaged and transported. For bar operators, this presents an exciting opportunity to curate a wine list that aligns with eco-conscious values.

CARBON INSETTING: A GAME CHANGER FOR SUSTAINABILITY

Unlike offsetting, which compensates for emissions elsewhere, carbon insetting focuses on reducing environmental impact within the supply chain itself. It starts at the vineyard with organic farming, water conservation and biodiversity efforts, but extends to logistics, packaging and energy use.



At Lanchester Wines, sustainability is integral to our operations. Since 2011, we've invested over £13 million in renewable energy, including wind turbines, solar panels and cutting-edge geothermal heat pumps. Our North East facilities are powered predominantly by renewables, setting a benchmark for sustainable practices in the wine sector.

RETHINKING PACKAGING: LIGHTER, SMARTER, GREENER

Packaging plays a crucial role in reducing carbon emissions. At just 300g, the Verallia Bordelaise Air is the world's first super lightweight wine bottle, made with 30% recycled glass. Lanchester Wines pioneered its use in the UK, cutting CO_2 emissions by 25% compared to traditional 400g bottles. This innovation removes 3.2 tonnes of glass weight per 24,000 litres of bulk wine bottled, making a tangible difference.

BULK SHIPPING: A LOWER-CARBON SOLUTION

Transport is another area where sustainability gains can be made. Almost half of our wines arrive in bulk, reducing transport emissions by around 38% compared to shipping in bottles. Bottling at our sister company, Greencroft Bottling—powered mainly by renewables—further minimises our carbon footprint.

WHY IT MATTERS TO BARS AND HOTELS

Consumers are increasingly drawn to businesses that champion sustainability. By offering wines with a lower environmental impact, bars and restaurants can appeal to eco-conscious customers while actively reducing their own footprint.

Sustainability in wine isn't just good for the planet—it's good for business. Join us in embracing wines that tell a story of responsibility, innovation and care for the future.

Visit **www.lanchesterwines.co.uk** or see the advert on the back cover for details.

businesscompanion

trading standards law explained

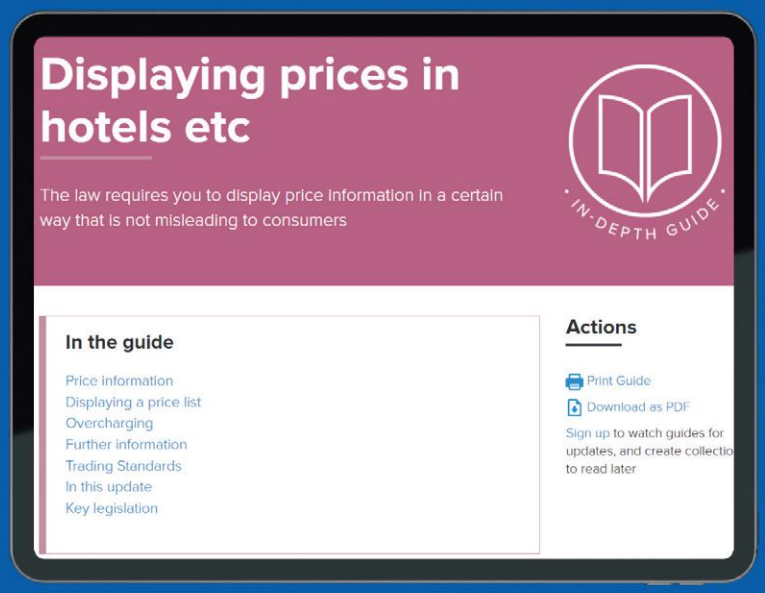
Trading Standards help for your business.

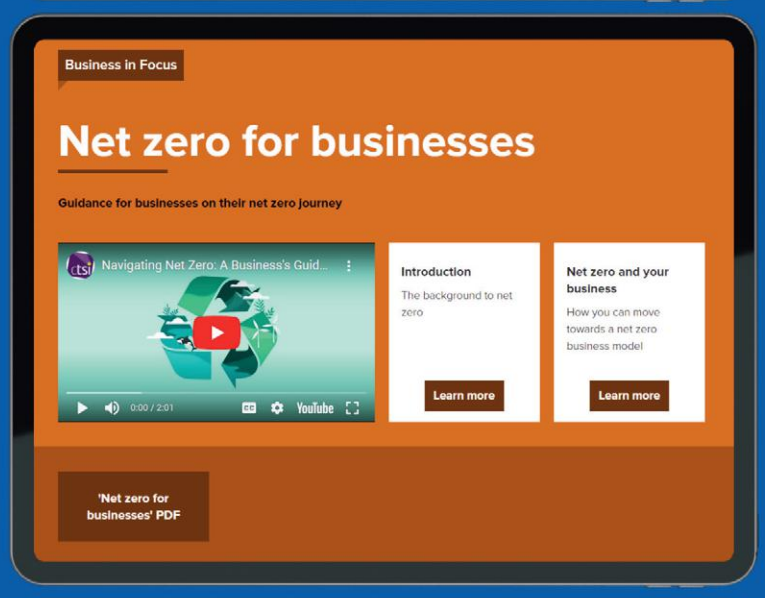
Business Companion provides **FREE** advice and guidance to help your business comply with trading standards and consumer protection law.

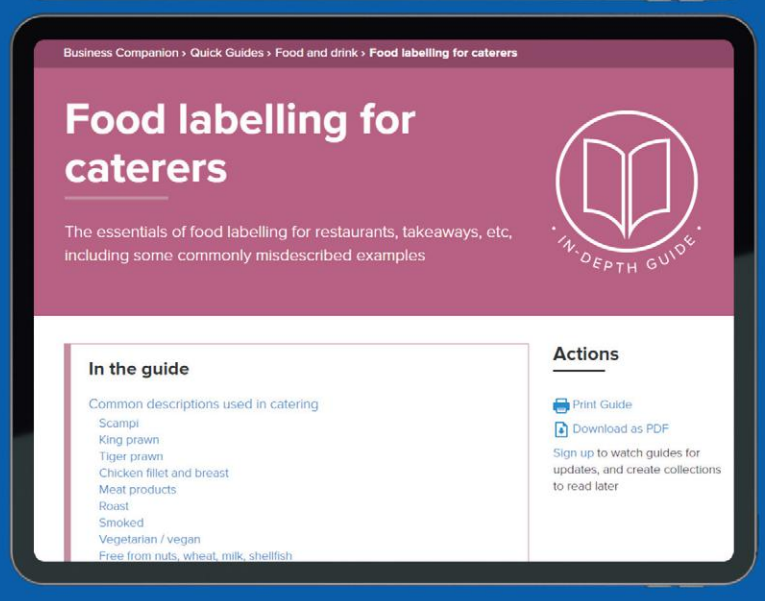
Learn more about how to protect your business, keeping your customers safe and the latest changes in legislation that you need to follow.

Whether it's understanding food labelling, selling age restricted goods or what to do when things go wrong – Business Companion provides the answers.

www.businesscompanion.info

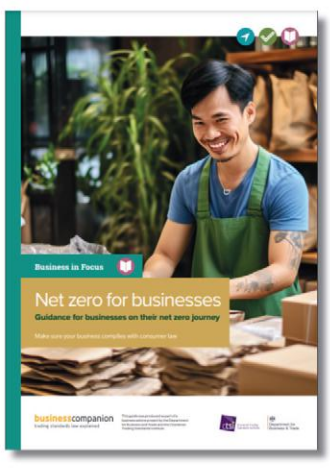




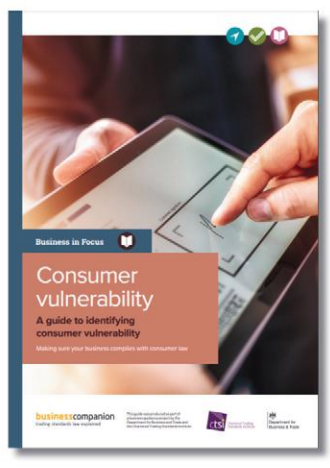


Chartered Trading Standards Institute

Business Companion is government-backed by the Department of Business and Trade (DBT)







British Pie Week 2025: The Rise and Rise of the Great British Pie

As British Pie Week 2025 approaches (March 3rd-9th), there's no better time to celebrate one of the nation's most beloved culinary staples—the great British pie. For centuries, pies have been a cornerstone of UK cuisine, but in recent years, their popularity in the hospitality and licensed on-trade sectors has surged. Pubs, restaurants, and gastropubs across the country are embracing pies not only as a nostalgic comfort food but as a lucrative menu staple that satisfies both tradition and innovation.



THE RICH HISTORY OF PIES IN THE UK

The history of the pie in Britain dates back to medieval times when early pastry cases, known as "coffyns," were used as a method of preserving meat. Over the centuries, pies evolved to include a vast array of fillings, from the classic steak and ale to the humble pork pie, and even regional specialities such as the Bedfordshire clanger and the Cornish pasty. Today, pies remain a key part of British food culture, with an estimated £1.2 billion spent on pies annually in the UK.

PIES AND THE HOSPITALITY BOOM

Pubs and restaurants have seen a growing demand for hearty, authentic, and high-quality comfort food, and pies fit the bill perfectly. The rise of gastropubs and an increased focus on locally sourced ingredients have further propelled the humble pie to new heights. Operators are now offering gourmet twists on traditional recipes, from venison and red wine to plant-based and vegan-friendly pies, catering to an ever-diverse customer base.

According to recent market trends, diners are willing to pay a premium for high-quality, handmade pies, making them a high-margin dish for hospitality venues. Pairing pies with craft beers, real ales, or a carefully selected wine list can further elevate the dining experience and boost sales.

ENHANCING MENUS WITH PIES

For pubs and hospitality operators looking to capitalise on British Pie Week, here are some key strategies:

- *Offer a Pie & Pint Deal: A well-matched beer and pie combination can drive footfall and boost midweek trade.*
- *Regional and Seasonal Specials: Feature locally inspired fillings or seasonal ingredients to create limited-edition pies that encourage repeat visits.*
- *Vegan & Gluten-Free Options: Cater to dietary preferences with plant-based fillings or gluten-free pastry alternatives to appeal to a wider audience.*
- *Pie-Themed Events: Host a pie-eating contest, a 'build-your-own-pie' experience, or a pie and beer tasting night to create buzz and engagement.*
- *Takeaway and Retail Opportunities: Consider offering homemade pies as a takeaway or retail product to expand revenue streams.*

CONCLUSION

British Pie Week 2025 presents an excellent opportunity for the hospitality and licensed on-trade sector to celebrate and profit from the nation's love affair with pies. Whether it's a classic steak and kidney, a luxurious lobster and champagne pie, or a contemporary vegan creation, pies continue to bring people together over great food and good company. With creative menu planning and a little innovation, pubs and restaurants can turn this annual event into a highly profitable and much-anticipated occasion.

So, as March rolls around, get the ovens ready, perfect those pastry skills, and raise a glass to the great British pie!

Want to know more about enhancing your pie range? See Pukka's advert on page 30.

Brakspear Takes Top Spot In National Survey Of Licensees



Brakspear has been named the best pub operator in an annual survey of pub tenants and lessees in the UK.

In The Licensee Index by industry research specialists KAM, Brakspear placed 1st in 30 of its measures, securing the No.1 spot among the 15 pub operators taking part in the survey.

The results are based on research among licensees – referred to as business owners by Brakspear – running pubs with both large national pub operators and smaller, family-owned operators such as Brakspear. In telephone interviews, KAM researchers ask licensees to rate their pub operator on a raft of measures including: company culture; understanding their business and offering valuable advice; helping to reduce operating costs; support from business development managers (BDMs); marketing support, training courses and the recruitment process.

Brakspear chief executive Tom Davies (pictured above) said: "The Licensee Index is recognised as the most thorough survey in the tenanted and leased sector, with their researchers leaving no stone unturned in their pub interviews. We are delighted to have taken the top spot: it's a great endorsement of our ethos of treating all our business owners as individuals, and offering tailored support to help them run thriving pubs.

"My thanks to all our BDMs and head office team members who work hard to understand each of our pubs and support our business owners. We were particularly pleased to score highly on the value added by our BDMs, our marketing, and on helping our business owners to make the cost savings that are so important in running a successful pub today."

Chef Kirk Haworth And Plates, The First Plant-Based Restaurant To Be Awarded A Michelin Star In The UK

Plates, the restaurant from brother-sister duo Kirk and Keeley Haworth, is the first ever plant-based restaurant in the UK to receive a Michelin star in the 2025 Michelin Awards Ceremony.

Having opened just seven months ago in July 2024, Plates has quickly established itself as a leader in plant-based cooking and has welcomed unprecedented demand following opening. The restaurant's innovative approach is threaded throughout, from design to menu, showcasing its devotion to both food and nature.



Naturally, a focus on incredible produce lies at the heart of the restaurant, with Kirk working closely with every element he puts on a plate, transforming and delving deeper into the potential of every ingredient. The menu is both innovative and comforting, championing whole, organic produce and working in collaboration with local and trusted suppliers giving credibility to the plant-focussed sphere, something Kirk was celebrated for with his victory as the "Champion of Champions" on BBC's Great British Menu last year.

Plates' aim is to change the perception of how fruits, vegetables and plants can be transformed. Kirk has striven to challenge the norms of traditional fine gastronomy, placing plant-based dining at the highest level, yet ensuring it is open to all. The restaurant offers diners seven or eight course tasting menus with dishes including barbecued Maitake mushroom, black bean mole, kimchi, aioli & puffed rice; caramelised Lion's Mane, smoked shio koji, bread caramel, cauliflower cream & black truffle jus; and raw cacao gateau, sour cherry, coconut blossom ice cream, African pepper, toasted macadamia & raw caramel sauce. Throughout its opening months, fans of Great British Menu have also been able to try some of Kirk's top scoring dishes, including his winning dessert, 'A Taste of Unity', a dish awarded a perfect score in the competition and which was described by chef Tom Kerridge as "just phenomenal cooking".

The 25-cover dining room and 20-cover private dining space and development kitchen are enveloped in textural earthy tones with low light; the use of pigments and colours that celebrate nature can be seen throughout. The bar around the open kitchen is hand-crafted from felled London trees, offering three guests, or solo diners, a chance to dine at the chef's counter and be at the heart of the action. A dried seaweed installation pays homage, through art, to the plants to which we owe delicacy of flavour.

The next chapter for Plates takes the form of Plates Farm and Retreat, in the heart of the southwestern French countryside and which opens its doors in May 2025.

Kirk says "Earning a Michelin star is such an incredible honour and a lifetime goal since I was a young boy. To be the first in the plant-based sphere in the UK to win this prestigious award makes me unbelievably proud, and I am so grateful to our talented team for their support and dedication." Keeley adds "At Plates, we've always believed in pushing boundaries, and this achievement proves that plant-based dining can stand proudly at the highest level of gastronomy."

Introducing OiLChef, The Award Winning Catalytic Convertor for All Deep Fryers and Frying Ranges

Frying is an incredibly popular method of cooking food and as with all aspects of the commercial kitchen, cost savings are a focus for operators as they are faced with increasing costs of running a business. From energy prices to salaries, National Insurance, the opportunity to reduce costs whilst still delivering or even improving food quality is the aim of all businesses. With an Oil Chef device, the savings and benefits per venue are clear, and when this is multiplied over numerous fryers and/or outlets, the impact on the bottom line is significant. Pub food, hotel dining, fast food, fish & chips, kebabs, burgers and fine dining – all these offerings can cost less when using the award winning OiLChef device inside kitchen deep fryers.



"Fundamentally, the device increases the lifespan of the oil, and this means a cost reduction of around 30% to the business because we now change the oil every eight days instead of five days. And on top of that, we're obviously helping our environmental footprint because we now use less oil. Excellent quality food is key to the group brand here at Almond Family Group of Pubs."

"Obviously, the massive saving is in the amount of oil you use – instead of approximately 26,000 litres of oil per year, we're now using between 8,500 and 9,000 litres! That's a saving of about €22,000 a year, based on current oil prices. And not only that, but our customers are also getting a better product, less greasy and much crispier. I'm delighted with OiLChef, first time we've been excited about anything in fast food in over twenty years!" - Kevin Grimes, Owner Four Lanterns, Ireland

"At Hennighan's, we always monitor how much oil we waste each month, so that we can gauge how much life we are getting from our oil. To put this into perspective, in 2021, our oil wastage was 1,120 litres. Fast forward to 2023 - which was our first full year of using Oil Chef in all our fryers and we discarded just 247 litres of oil. That's a waste reduction of 77%, allowing us to save thousands of pounds on oil alone. Without a doubt, Oil Chef has dramatically improved the quality of our oil." - David Hennighan, Hennighan's Fish & Chips Shops

www.oilchef.com

Introducing **OiLChef**, the award winning catalytic convertor for all deep fryers and frying ranges.



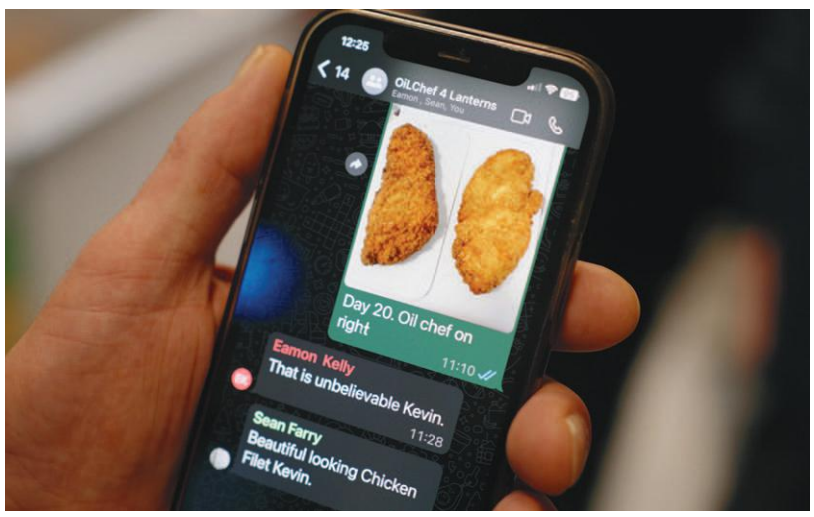
Turn your current fryer into a **High Efficiency fryer** by adding the **OiLChef** device!

"We save 77% on oil each year with OiLChef."
Hennigans Fish & Chips. Wales

"Our guests notice the difference. We save 45% on oil with OiLChef."
Royal & Ancient Golf Club, St. Andrews. Scotland.

INTERESTED?

See what clients say about their OiLChef!



"This is a game changer, we didn't really believe the claims – buts its true!"
Almond Group of Pubs. England.

"Unbelievable! Didn't believe until we saw with our own eyes, saving over 65% on oil."
Four Lanterns. Ireland.

Go to www.oilchef.com/case-studies.php

Book your free trial today at: www.oilchef.com/contact.php

12.5% DISCOUNT for individual operators who use the CLH Code: CLHOC

Mitigate The Risk Of Rodent Infestations In The First Winter Since The Glue Trap Ban

By John Stewart, technical training manager at Pelsis Group (www.pelsis-pro.co.uk)



This winter is the first the hospitality sector will have to manage rodents since the Glue Traps (offences) Act 2022 kicked-in.

So how can the sector get on the front foot and protect themselves this season to ensure they tackle the dual risks non-compliance and rodent infestations?

RODENT RISK AND WINTER CHALLENGES

Rodents present a significant business risk for the catering and hospitality sector.

One of the most acute risks is the health and safety concerns and the risk of rodents defecating and urinating on exposed food. This can lead to foodborne infections which can be traced to infestations by environmental health officers.

Rodents also pose challenges to building infrastructure such as damage to electrical wires and plastic pipework which present a risk of fires and water leaks.

Factors behind winter pressures include rodents seeking warmer, drier conditions and searching for food. The added rainfall can also flood burrows and force rats out of drains and sewer systems.

Rodents' biological clocks also increases winter risks. As rodents don't tend to feed in daytime, the darker nights mean interactions with humans, such as staff and customers, are more likely.

ENSURING COMPLIANCE

Glue board traps are broadly considered a last resort in rodent management. However, their ban ensures that non-pest and protected species are not routinely harmed by their use.

It also prevents untrained individuals routinely using glue boards, mitigating unnecessary harm through non-regular checks or not using humane methods to dispose of pests once caught.

To qualify for glue board licenses, applicants need to have a level two qualification in pest management and completed an online module for the glue board ban.

Individual license applications are only eligible if the health and safety risks of a pest infestation are significant.

The application requires detailed evidence about these risks alongside extensive proof that all possible alternative rodent management methods have been utilised. This is where the use of professional pest management contractors is essential.

The parameters of the ban and the new conditions of use highlight that proactivity is essential when it comes to managing rodents. This is where operators in the sector can take meaningful proactive steps, supported by professional pest management contractors.

ENHANCING RODENT MANAGEMENT

Operators in the catering and hospitality sector need to be empowered to adopt an integrated, systematic pest management approach around rodents, comprising ERDM (exclusion, restriction, destruction and monitoring).

IDENTIFY ENTRY POINTS IN A BUILDING

Business owners should do a building fabrication audit, looking out for entry and exit points, especially if there have been contractors on site carrying out renovations or remedial work. Doors and windows are also common culprits, and a key focus for staff training.

EXAMINE SANITATION AND HOUSEKEEPING MEASURES

Cleanliness is an acute pressure-point in winter as rodents look for alternative food sources, driving them to hospitality and catering venues.

Ensuring spillages are quickly dealt with will reduce the draw for rodents. In addition, targeting refuse areas through more regular bin removals and cleaning alongside strategic positioning will reduce attraction.

Checking drainage bungs, which are a common bin entry point, and replacing damaged lids will also help ensure bins are not an added risk-factor for rodents.

In dining areas, minimising food debris will further reduce attraction. To facilitate this, ensuring seating is spaced out will help promote easy cleaning.

APPROPRIATE TRAP AND POISON USE

With glue boards not an option for routine rodent control, businesses will have to rely on conventional traps. This means regular checks are essential.

Effective rodent bait should be food grade and mould resistant to prevent further health and safety risks. Using peanut butter is not recommended owing to allergenic risks in food and drink settings.

When using poisons, contact-based solutions are recommended to overcome behavioural resistance with food-based measures. This means a rodent would walk on a treated surface and ingest the poison later on when they clean themselves.

A SMART APPROACH TO MONITORING

Digital monitoring solutions are emerging as a new, smarter frontier in pest management.

By providing effective 24/7 monitoring with real-time alerts, business owners access greater insights into rodent pressure points in their building, allowing for more targeted intervention.

FOLLOW THE EXPERTS

Running alongside an integrated approach to pest management, businesses should follow the recommendations from their pest management providers.

Doing so will help ensure they weather risks and satisfy inspecting environmental health officers not only in winter, but all year round.

Products and Services

ROBOT Kombucha: The World's Healthiest Cola

ROBOT ~ Organic Honey Cola Kombucha is here to disrupt high-sugar colas and soft drinks that harm health and the planet. With its innovative use of organic honey, ROBOT enhances flavour complexity while supporting biodiversity, setting it apart as a truly sustainable, super-premium health-focused alternative.



As the hospitality industry evolves toward health-conscious and eco-friendly practices, the demand for premium, sustainable drinks is growing rapidly. ROBOT Kombucha leads this transformation, offering a super-premium Coke-style drink with exceptional quality and complex taste and with true gut-health benefits.

Combining expert craftsmanship, science, and sustainability, ROBOT provides a familiar and comforting Cola flavour profile—the most consumed soft drink globally—reimagined for modern, health-aware consumers. This makes it the ideal alternative for Coke-based mixed drinks, mock-tails, and innovative cocktails.

Recent studies highlight the urgent need for gut-health solutions, reduced sugar consumption, and sustainable products. High sugar intake is linked to rising healthcare costs and major health issues like diabetes, obesity, and cardiovascular disease. ROBOT Kombucha directly addresses these challenges with zero refined sugar, all-organic ingredients, and natural probiotic benefits.

Expertly fermented over seven weeks, ROBOT achieves an elegance, with all sugars metabolised to create a unique depth of flavour. A teaspoon of organic honey is added post-fermentation, serving as a biodynamic natural sweetener that also supports dwindling bee populations ~ a critical factor in food security.

ROBOT Kombucha's flavour is elevated further with hand-blended organic botanical essences, delivering a complex, satisfying taste unmatched in the industry.

Completely free from artificial sweeteners, refined sugar, or harmful chemicals, ROBOT embodies sustainability and premium quality in every can.

Packaged in recyclable aluminium 330ml cans, ROBOT aligns with eco-conscious consumer values while maintaining the sophistication expected of a high-end product. This innovative approach has made ROBOT Kombucha a trailblazer in the premium health drink sector.

ROBOT appeals to a broad demographic, blending a youthful, cult-like design with a sophisticated flavour profile. Unlike many kombuchas aimed at older consumers, ROBOT's fun, unpatronising branding captures the attention of both younger audiences and health-conscious adults alike.

As awareness of gut health and probiotics grows, ROBOT answers the call for drinks that are both functional and indulgent. Its versatility makes it an ideal choice for hospitality venues, whether served as a standalone non-alcoholic beverage or incorporated into creative mixology.

For hoteliers, restaurateurs, and bar owners, ROBOT Kombucha offers a premium solution that satisfies the growing demand for healthier, sustainable beverages. With health-conscious consumers comprising a significant portion of the market, offering ROBOT Kombucha is an opportunity to enhance menus, attract diverse clientele, and align with modern sustainability goals.

ROBOT Kombucha is more than a drink—it's a movement toward a healthier, more sustainable future. With its combination of innovation, exceptional taste, and environmental commitment, ROBOT is poised to redefine the beverage industry. Be proud to lead the change—offer ROBOT Kombucha to your customers.

For further information, see the advert on page 3 or visit **www.robotkombucha.co.uk**

CLEAN Do The Workwear, So You Can Do The Work

CLEAN Linen & Workwear are one of the UK's most trusted laundry companies. They supply tailored workwear solutions provided by real people. Their comprehensive laundry network means they can service customers throughout England and Wales, providing chefswear, workwear and linen rental services. Whether you operate from a single-site hotel, pub or restaurant or have multiple locations, CLEAN can tailor a workwear rental solution to suit your business requirements. They offer various uniform options to support the entire kitchen brigade, from Executive Chefs to Kitchen Porters.

With their workwear rental service, you can say goodbye to the hassle of purchasing, storing, and maintaining chef and kitchen uniforms. Instead, enjoy the convenience of a hassle-free rental system that provides freshly laundered garments whenever your team need them. By renting with CLEAN, you can avoid upfront purchase costs, spread the payments over your contract, and ensure quality and care with every wash. Delivery is free, and there are no hidden charges; contracts even include repairs. Each item of clothing can be branded and tailored to the wearer with logos and embroidery. Their managed service prevents issues compiling when supplying your team with work clothes; a convenient locker valet service helps distribute and store uniforms, and they tackle minor repairs early to extend the service life of a uniform. Ultimately, this avoids costly replacements wherever possible as it reduces uniform losses, and uniforms only need replacing when a repair is not safe or cost-effective.



With CLEAN's workwear rental and laundry service, business owners can focus on what matters most — running their business — while CLEAN takes care of the rest.

To find out more: **www.cleanservices.co.uk** or see the advert on page 3.

Belvoir Farm

Here at Belvoir Farm we want to celebrate nature in all its real, imperfect, dramatic glory. Our drinks are made on the family farm using honest, natural ingredients you can trust - no artificial flavourings, preservatives or sweeteners.

Premium soft drinks, Crafted with Nature; that's what Belvoir Farm is all about. Refreshingly real and reassuringly delicious, there's artistry in our still cordials and lightly sparkling soft drinks. Each are made using simple ingredients, carefully selected – including our own organic elderflower – with natural fruits, hand-picked flowers, fresh juices and spices. We're true to nature and let the ingredients do the talking.

We choose natural, over artificial, every time. There are no artificial preservatives, flavourings, colourings or sweeteners in our premium soft drinks. That's our promise.

Belvoir Farm Drinks letting nature add the flavour.

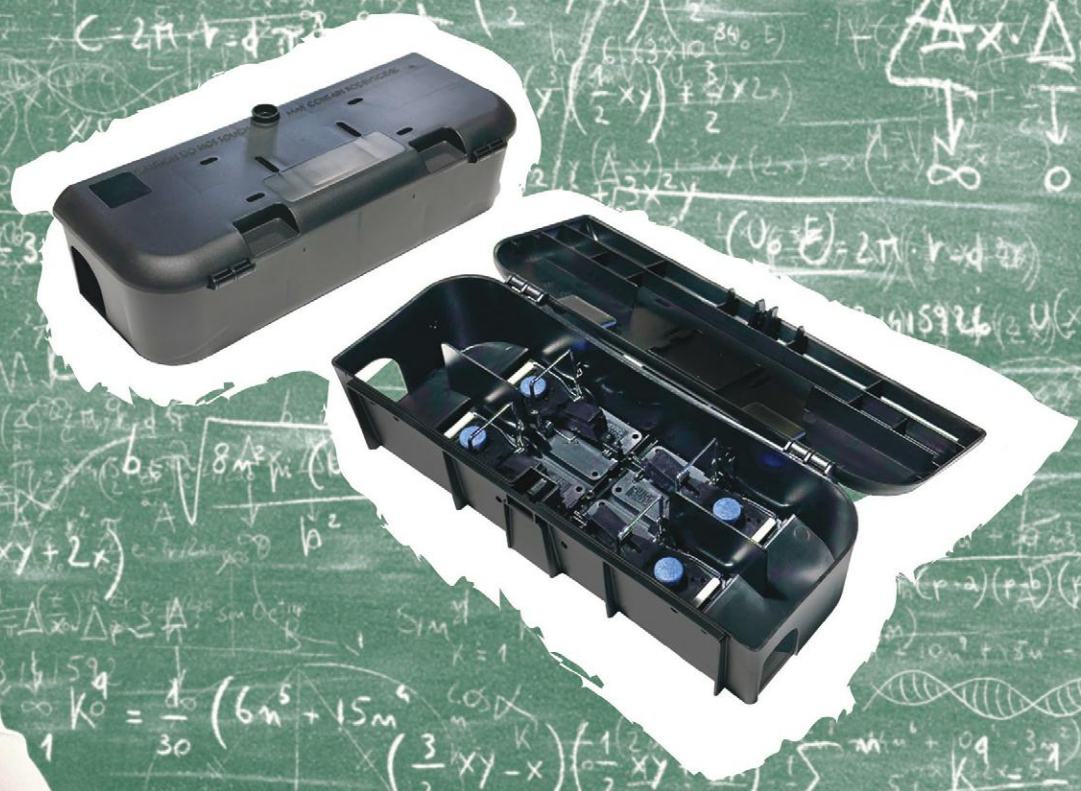
Visit **www.belvoirfarm.co.uk**

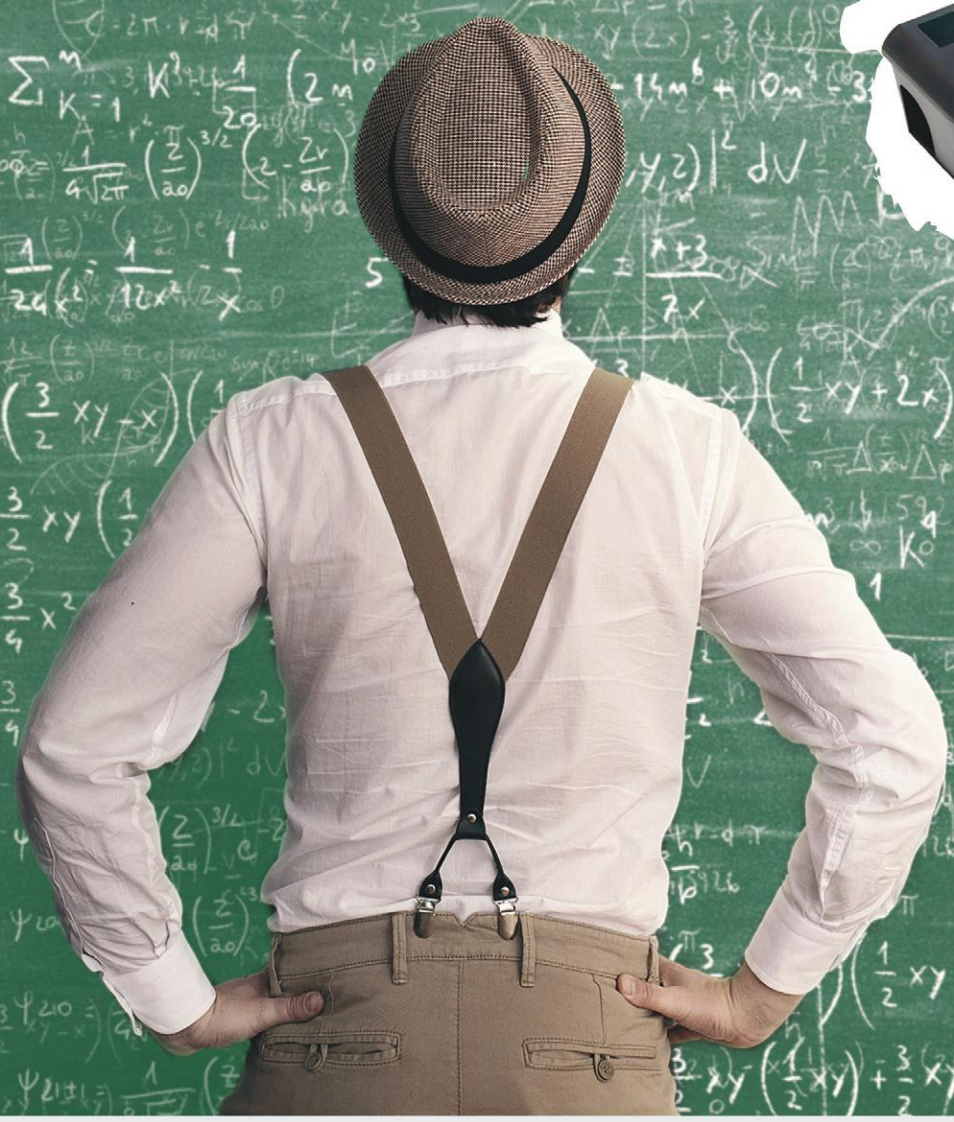
See the advert on page 4 for details.

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Chefs' Buyers Guide

Ariela's Atisan Italian Gelato

Ariela's Gelato is committed to wholesale and supplying the hospitality industry with the best Gelato available on the market.

From classic flavours to exotic creations bursting with fresh fruits and artisanal ingredients, Ariela's Gelato promises a flavour adventure like no other.

Exploring the weird and wonderful, Ariela's Gelato pushes the boundaries of 'normal' to the extreme. Think Black Forest Gateaux, Peanutella, Dulche de Leche (Argentinian Toffee), Cherry Bakewell, Avocado sorbet, Eton Mess and Apple Crumble to name a few!

The company is also expanding its vegan friendly range to include a brand-new series of oat drink-based Gelatos – guaranteed to be truly unique with no compromise on flavour.



It's artisan Gelato, Sorbet and Vegan Alternatives have been on the receiving end of numerous 'Great Taste' awards and are stocked by hundreds of stores across the UK.

Here to support you, Ariela's Gelato also supply an extensive range of the highest quality waffle cones, cups, spoons, disposables and POS material to allow its customers to sell the best Gelato in the best way possible, ensuring you make the best margins. And, if that isn't enough, they also provide ongoing support from the start, helping with layout decisions, finding the best equipment to suit your individual needs, menu design, and most importantly in-depth training on all things concerning the sale of Gelato.

T 020 8803 5344. info@arielasgelato.com
https://arielasgelato.com/

Beyond the Bean



As creators and collaborators of unique drink experiences for the world of coffee and hospitality, we aren't just any company: we are Beyond the Bean, the people behind Zuma, Sweetbird and UK importers of Blendtec Blenders. Whether supporting a chain of independent coffee shops or a group of pubs, we have over 25 years of experience in the industry we love.

Founded in 1997, Beyond the Bean is a family- run, Bristol based company who remain passionately independent. We are an AA+ BRCGS registered manufacturer and ensure that all our bespoke products are crafted to the highest standards, meeting both taste and regulatory requirements globally.



We do what we love which is creating and sourcing innovative ingredients such as syrups, hot chocolate and frappés – as well as blenders and barista gear. We supply and support a wide range of national and international partners – from high-street chains to independent coffee shops, to online retailers and coffee roasters, bars, hotels and restaurants all over the world.

Our team works hand-in-hand with partners to understand their needs, creating tailored recipes and flavour profiles that align with their menu and enhance their customer experience. We offer comprehensive support, ensuring seamless implementation and consistent preparation of our bespoke beverages.

We continuously monitor market trends, innovate and refine our products, providing cutting-edge beverage solutions that keep them ahead in the market.

For ore information see the advert on the inside front cover or visit **www.beyondthebean.com**

LittlePod - Real Vanilla from Indonesia

LittlePod's Indonesian vanilla pods are catching the eye of chefs in the UK as the natural ingredients company's innovative orchard continues to go from strength to strength.



Grown in Bali using a pioneering system of polyculture that is increasing biodiversity, improving soil fertility and helping to regenerate the rainforest, the LittlePod farmers' vanilla pods are plump, bold and earthy, with smoky, dark vanilla notes.

With the LittlePod orchard forecast to yield another sizeable harvest this year, the company's responsibly-sourced vanilla pods will once more be in plentiful supply.

Now available in various sizes and quantities, including five and ten pods, and 100g, 250g, 500g and 1kg packs, LittlePod's Indonesian vanilla has caught the eye of chefs and buyers at recent trade shows and networking events.

"We have exhibited the LittlePod farmers' vanilla pods at various events across the UK and have got a great response from the chefs we have met," explained Paul Gilder, LittlePod's Media Manager, who visited the LittlePod orchard in 2023 and who remains in close contact with the farmers in Bali.

"These pods are plump and packed with a bold and dark vanilla flavour that the chefs we have spoken to have found to be extremely appealing. The chefs have enjoyed handling our vanilla pods and have been impressed with their aroma, size and quality.

"Our customers have shown themselves to be interested in learning more about the LittlePod orchard, our Indonesian vanilla pods and the positive impact that our approach is having on the environment. The LittlePod farmers have proved that there is an alternative to Madagascan vanilla and these pods have a higher vanillin content, which means you get more for your money!"

Like to find out more about the LittlePod farmers' Indonesian vanilla pods? Please call **01395 232022** or email **sales@littlepod.co.uk** for additional product information, prices and purchasing.

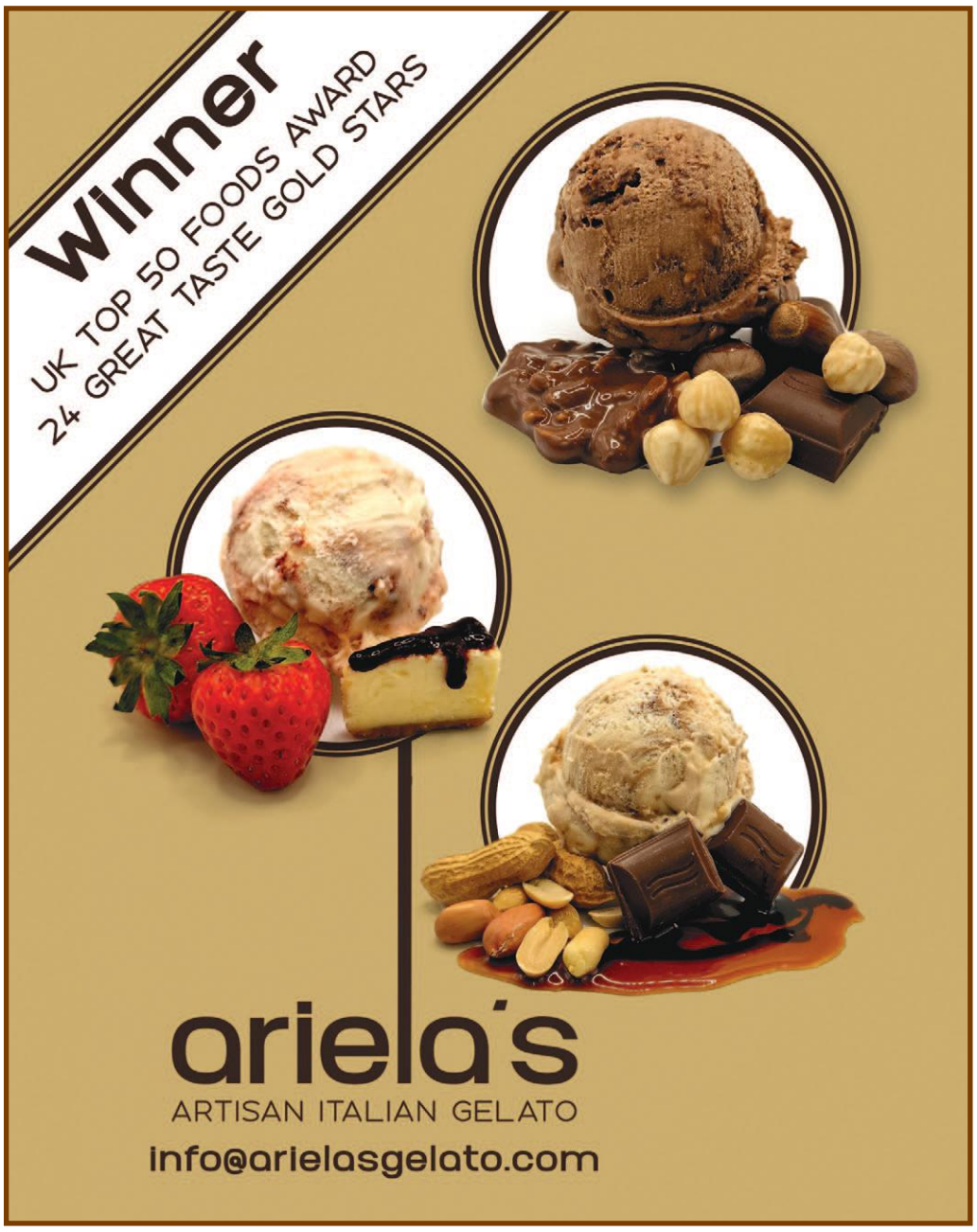
Premium Wines from 79 North

79 North Ltd stands out as a leading wine importer dedicated to delivering premium wines from diverse, lesser-known regions to the UK market. With a keen focus on quality and sustainability, the company has built a reputation for curating a portfolio that combines traditional craftsmanship with innovative winemaking techniques. Their selection features wines from small, family-run vineyards, allowing them to offer a personal touch and a story behind each bottle. The commitment to sustainability is evident in their careful choice of producers who prioritize organic practices and environmental responsibility.

79 North Ltd's expertise in sourcing unique wines has earned them a loyal customer base, from independent retailers to fine dining establishments. By bridging the gap between producers and the UK wine scene, they have not only brought new tastes to British tables but also contributed to a growing appreciation for wines that tell a story of place and passion.

See the advert on page 7 or visit
www.seventy9north.co.uk





Hospitality Technology

New SiteMinder Report Reveals Hotel Revenue Up To 60% Higher From A Direct Booking Than Other Sources

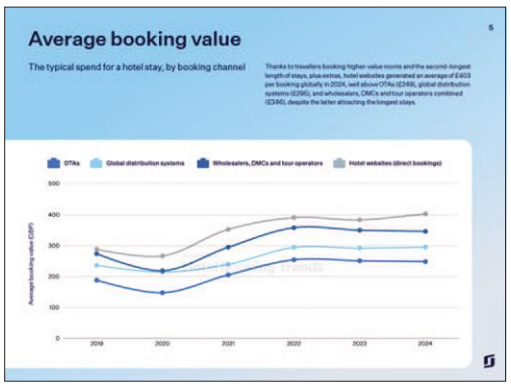
London, UK – A new report by SiteMinder, the world's leading hotel distribution and revenue platform, reveals that hotel websites outperformed all other booking sources in driving revenue per booking in 2024, by as much as 60%.

The report, SiteMinder's Hotel Booking Trends, based on more than 125 million reservations – the largest volume of hotel reservations from any single technology platform – shows that hotel websites globally produced an average of £403 per booking for hotels last year. This figure was 8.5% higher than the prior year and more than 60% above the value-per-booking via OTAs (£249); more than 35% above global distribution systems (£295), and more than 15% above wholesalers, DMCs and tour operators combined (£346).

The year-on-year rise in direct booking value saw hotel websites either hold or improve their position among every major travel destination's top sources of total revenue, for the first time, including in the UK, where hotel websites remained the third highest revenue-generating channel for hotels.

SiteMinder's VP of ecosystem and strategic partnerships, James Bishop, says the findings show travellers are not only seeking out hotel websites in strengthening numbers, but spending more when they do.

"When booking directly, travellers are choosing higher-value rooms, staying longer and adding extras, and each of these factors represents a tremendous opportunity for hotels to provide those exclusive deals.

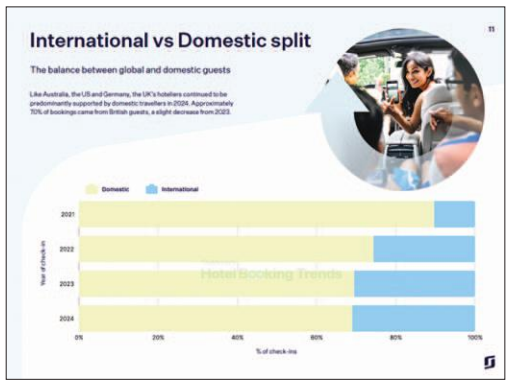


This certainly doesn't mean hoteliers should disregard third-party channels in 2025; they continue to offer unique and unmatched reach, as well as simplicity, as evidenced by their continued dominance in each one of the Top 12 lists of hotel booking revenue-makers worldwide. But what our findings highlight is the importance of hotels delivering an easy booking experience that comes with smooth payments and strong security, just as third-party channels do so well."

The annual SiteMinder's Hotel Booking Trends report is the authority on hotel bookings across 20 of the world's most established destinations. It is based on the booking data of SiteMinder's more than 44,500 hotel customers, who in 2024 used SiteMinder's platform to secure more than 125 million bookings valued at more than US$50 billion in revenue.

FURTHER ANALYSIS OF SITEMINDER'S 2024 DATA SHOWS:

• The global resurgence of international travel was fuelled by the accelerating return of Asian hotel guests. In the UK, while Booking.com remained the leading revenue-generator for hotels, Asia Pacific's Agoda climbed to a company-high fourth place, Trip.com again performed strongly and Indian B2B platform TBOHolidays emerged as a top channel, leveraging its growing global travel agent network.



The Top 12 hotel booking sources which generated the most revenue for UK properties in 2024 were:

1. Booking.com
2. Expedia Group
3. Hotel websites (direct bookings)
4. Agoda
5. Hotelbeds
6. Global distribution systems
7. Trip.com
8. WebBeds
9. Airbnb
10. Hostelworld Group
11. TBOHolidays
12. Mr & Mrs Smith

• Travellers booked earlier and cancelled less, with international visitors comprising a larger share of total check-ins, as domestic guests competed for the best deals. Lead times at UK properties extended for the fourth consecutive year, with the average booking window surpassing 35 days—four days longer than the global average. Cancellations decreased to 18.25%, compared to just under 20% globally.

• As in previous years, the UK was again a global leader in short stays, with over 92% of bookings being for either one or two nights, and just two percent booked for five nights or more.

• Slightly down throughout the year (£202 vs £210 in 2023), average room rates at UK hotels peaked in July, at £228, coinciding with the highest check-in volumes. By contrast, January, the quietest month, saw rooms priced at a more affordable £157. Aligned with 85% of countries, Fridays generated the most revenue for UK properties in 2024, averaging £18 more than Saturday stays, and £43 higher than Sundays—the week's most affordable night for guests.

"As trends change to mirror today's dynamic traveller, hotel businesses must remain flexible and responsive. SiteMinder's report shows that traveller preferences are anything but fixed, so those who can adapt quickly will be best positioned to succeed," says Bishop.

"In 2025, the advantage will come from leveraging data-driven insights, building flexibility into strategies, and seizing new opportunities. Properties that embrace this approach will not just establish themselves as leaders within their markets; they will set a new standard for an industry undergoing transformative change."

SiteMinder's Hotel Booking Trends report is available here:
www.siteminder.com/hotel-booking-trends/

SiteMinder's
Hotel
Booking
Trends
Findings from over
125 million reservations

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35 IN BUSINESS

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LRS Table Tracker is used to identify the EXACT table that a guest or customer is seated at. Deliver food immediately for piping hot delivery to table. But there's more to Table Tracker!
Reporting of delivery times, any delays, targets met and more...

Need more info?
Visit tabletracker.co.uk
or simply call us on:
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LRS

Long Range Systems UK Ltd

Link House, 1880 Leek Road, Stoke on Trent, Staffordshire, ST2 7AH

Either visit our websites or call 01782 537000

LRSPAGERS.CO.UK & TWOWAYRADIOS.CO.UK

LRS

Hospitality Technology

Comptoir Libanais Integrates SetMenu Technology for a Seamless Guest Experience: A New Era of Restaurant Operations

Comptoir Libanais is proud to be the first UK restaurant group to integrate SetMenu (powered by OrderPay) through its partnership with SevenRooms. Launched during Christmas 2024, this innovative integration has revolutionised guest reservations, pre-ordering and operations by eliminating manual spreadsheet entries and streamlining the entire booking process. As well as providing the essential service of allowing guests to pre-order their meals.

SetMenu's flexible Pay-As-You-Go model is ideally suited for high-demand periods, such as the festive season, by helping manage costs without the burden of a fixed monthly retainer. The system's real-time data collection and operational insights empower both front-of-house and kitchen teams to efficiently manage guest preferences and reservations.

"Integrating SetMenu has elevated our guest journey from booking to dining," said Travis Fish, Operations Director. "The seamless data management across platforms not only streamlined our operations but also contributed to record sales during the busy Christmas period."

Key Benefits of the Integration:

- ***Efficient Reservation Management:*** *Optimises guest flow and ensures an exceptional dining experience.*
- ***Real-Time Insights:*** *Provides live data for both service and kitchen teams, reducing errors and boosting efficiency.*
- ***Enhanced Guest Satisfaction:*** *achieved with SetMenu's appealing user interface, customised and fully automated email invites and reminders. The platform does all the chasing so teams don't have to.*
- ***Waste Reduction:*** *Preordering capabilities allow for better control over food wastage, supporting improved revenue management.*

Nicole Goodwin, Marketing Director, added, "SetMenu captures data from every guest, not just the primary booker. This opens up valuable marketing opportunities and allows us to continuously refine our offerings."

A survey conducted over the Christmas period revealed that 93% of guests rated their SetMenu experience positively, with 85.7% likely to pre-order again. Guests praised the platform's intuitive design, reduced wait times, and the ease of ordering.

Shakira Moody, Head of Customer Operations at OrderPay, commented, "We're thrilled to work with Comptoir Libanais and demonstrate that SetMenu is the future of hospitality technology."

This successful collaboration marks a new chapter in restaurant operations, and both companies are excited to explore further innovations in 2025 and beyond.

ABOUT COMPTOIR GROUP PLC

Comptoir Group PLC owns and operates 28 restaurants inspired by Lebanese, Middle Eastern, and North African cuisine. Its flagship brand, Comptoir Libanais, comprises 22 restaurants across London, the UK, and international travel hubs including Manchester, Bath, Birmingham, Oxford, Dubai, and Milan. The Group also operates Shawa and Yalla-Yalla, and has expanded internationally through franchise partners in the Netherlands, Qatar, UAE, and Italy.

ABOUT SETMENU

SetMenu is a preordering centralised system designed to streamline the guest journey through user-friendly interfaces, comprehensive operational tools and reducing labour costs for restaurants. Seamlessly integrated with platforms like SevenRooms, it helps hospitality businesses boost efficiency, and deliver unforgettable guest experiences.

- ***Time & effort*** *- Ditch the tedious hours spent updating spread sheets and chasing guests. SetMenu does the heavy lifting for you.*
- ***Human error*** *- Say no to costly mistakes stemming from manual methods. Embrace accuracy and precision with SetMenu.*
- ***Staffing*** *- Empower your staff to focus on customer service and their core responsibilities, rather than manual bookings.*
- ***Stock issues*** *- Enhance your inventory predictions. Detailed reports from SetMenu help you order stock with confidence and foresight.*

For more information about SetMenu or to discover how it can transform your operations, please contact: **Sales@orderpay.com** or visit **www.orderpay.com**

New Paging Technology from LRS Improves Customer Service, Efficiency and Profitability



Waiting for service or an order can often leave customers feeling frustrated and uncertain, especially when they have no idea how long the wait may be.

Long Range Systems UK (LRS) has introduced a revolutionary solution to this common problem for the UK with a new colour customer and guest paging system. This new innovative system, powered by the T9561CT transmitter and compatible with CS7, CS8, and latest CS8 Alpha Text pagers, it uses a simple yet effective "traffic light" approach.

For businesses in industries like hospitality & restaurants, healthcare and logistics, this system improves communication, reduces frustration, and enhances customer satisfaction. LRS's solution is paving the way for smarter, more customer-focused paging systems that can integrate in to back of house systems.

THE PROBLEM WITH OLDER PAGING SYSTEMS

Traditional paging systems that many use, while functional, often leave customers and guests frustrated through lack of communication about wait times. Once handed a pager, customers are left wondering how long they'll have to wait, leading to uncertainty and dissatisfaction. For businesses, this lack of clarity results in negative customer experiences.

Uncertainty also increases the chances of miscommunication or customers abandoning their wait altogether, impacting operational efficiency and customer retention. Additionally, traditional pagers provide no way to prepare the customer for upcoming service, such as when they need to return or get ready to collect their order.

Recognizing these challenges, LRS developed this innovative colour customer paging system, designed to address these issues head on. By incorporating a clear, innovative "traffic light" notification system, customers now can receive an update, reducing frustration and enhancing customer experience.

HOW THE COLOUR PAGING SYSTEM WORKS

This system introduces a simple, effective way to keep customers informed. Using a combination of the T9561CT transmitter and the CS7, CS8, or CS8 Alpha message pagers, this system delivers updates through an intuitive traffic light notification approach. Here's how:

Red Light: *When a customer receives the pager, it begins flashing red at intervals of about 30 seconds. This indicates the initial waiting phase, letting customers know they are in the queue and their service will take a little time.*

Amber Light: *As the service or order nears completion, the pager shifts to flashing amber every 15 seconds. This is a "get ready" signal, informing the customer that their wait is almost over and they should prepare to collect their service or item soon.*

Green Light: *Finally, when the service or order is ready, the pager flashes green continuously. This clear and immediate notification ensures the customer knows it's time to collect their item or proceed to the service point.*

For businesses using the CS8 Alpha Text pager, text messages can be sent alongside the colour flashes to provide specific instructions such as "Your order is ready", or "Please proceed to the counter."

The following YouTube video explains in further detail how the traffic light paging system works:

https://www.youtube.com/watch?v=wHnZHY_87so

For further information contact Long Range Systems UK Ltd on **01782 537000** or visit their website at **www.lrspagers.co.uk**

Exeter City and Skytab POS - A Winning Combination

An efficient and feature-rich EPOS solution is a necessity for any busy football club looking to maximise their match-day food and beverage revenue.

After an extensive selection process for an EPOS system that could deliver results, Exeter City F.C. chose SkyTab POS.

They are finding that this solution is already giving them a tremendous return on investment even on the busiest match days delivering a blisteringly fast service and an overall improved experience for their fans.

Thanks to the Glass mobile order taking solution the club has the capability to take payments anywhere in the ground. It is like having a point-of-sale terminal in the palm of their hand. Staff can serve fans quickly from any kiosk or any bar as the robust dedicated tablets work in real-time.

The EPOS is making a tremendous impact on speed of service while also being fully integrated with credit card payments thus eliminating the need for multiple payment systems.

With actionable real-time management information at their fingertips, the Exeter team can monitor matchday sales performance as it happens. While powerful, they are pleasantly surprised that it is also the most cost-effective solution they have used.

"I've worked with many EPOS, and this one has blown my mind. Our CFO is remarkably excited. SkyTab is going to form an exciting part of my journey going forward with the club." Wayne Moore, Food and Beverage Manager, Exeter City F.C.

The EPOS is giving Exeter City the tools they need to deliver a winning guest experience with an immediate ROI and the tools they need to drive future success.

To find out more and to book a demo visit **www.nfs-hospitality.com/skytabposuk/** or see the advert on page 13.

Improving Customer Service

Customer service is the backbone of the hospitality industry. A single interaction can turn a casual visitor into a loyal advocate or a disgruntled customer into a negative review. In today's competitive landscape, delivering exceptional customer service is no longer a luxury but a necessity.

Hospitality should be based on exceeding customer expectations. The better the operator does to impress, the better its reputation. Offering comprehensive training and the latest technology and products to make their jobs run more smoothly can improve customer service.

UK businesses lose £12 billion* annually due to poor customer service. While getting everything right is not always possible, there are ways to improve how customers see your business.



Leveraging technology will help manage guest information and interactions more efficiently. CardsSafe Ltd.'s technology has been a part of customer service for numerous restaurants, hotels, bars and golf courses for over twenty years. The system protects businesses by deterring dine and dash and securely protects customers' bank and ID cards while they run a tab. The bar tab-keeping units signify to the customer that the venue cares about their card security.

If a customer wishes to run a tab and their bank card is slotted in the wallet or stuffed into a till, things don't look good for the business. The impression of the brand is diminished, resulting in less loyalty and, ultimately, a reluctance for that customer to return. One of CardsSafe's longest-standing customers, the leading global hospitality brand Hilton Hotels, has used their system since 2005. They say, "All our customers are pleased that we look after their cards more securely with CardsSafe." CardsSafe's tab systems are in multiple hotels nationwide.

So, the choice is yours. To exceed customer expectations, ensure your technology benefits your business and reap the benefits of reputation and loyalty.

For more information, please visit **www.cardssafe.com**

Contact the sales team on **0845 500 1040** or see the advert on page 9.

**Plus, a sign-up fee of £39.95 (plus VAT) for new customers*

Food Safety

Natasha's Law: Three Years On, Are We Doing Enough On Food Labelling?

By Simon Brennan, Senior end user client manager for specialist print solutions, Brother UK (www.brother.co.uk)

Evolving food labelling regulations have played a crucial role in improving food safety standards over the years, and have undoubtedly saved lives. Three years ago, Natasha's Law was introduced, revolutionising the way food allergens are labelled on Pre-packaged for Direct Sale (PPDS) foods. This vital legislation empowers the two million allergy sufferers in the UK to make informed choices about the food they consume.

"Labelling is essential for allergen management, and it's at the heart of staying compliant with Natasha's Law. It's pushed businesses to think differently about their labelling processes. But there's still more to be done. A 2023 study by Erudus1 showed that 54% of PPDS labels failed to meet the required standards, with messy, handwritten labels being a major issue.

"Clear, accurate labelling isn't just about compliance – it's about building trust with customers and ensuring their safety too. The good news is that technology is playing a key role in helping hospitality businesses to improve their labelling processes. Label printers, for instance, have become an invaluable tool for creating clear, durable, and compliant labels. Unlike handwritten labels, printed versions are smudge-proof and easy to read, helping businesses avoid common pitfalls.



Brother's labelling solutions for PPDS foods allow food outlets and providers to produce high-resolution and legible labels with all essential information. The option to create a standalone solution, whether with an integrated keyboard or by connecting a tablet, makes compliance much quicker and easier. These solutions help businesses meet regulations, streamline the labelling process, and give customers more confidence in their choices.

As food labelling requirements continue to evolve to ensure the safety and accuracy of food products, businesses need to adopt reliable and user-friendly technology that can produce accurate, legible, and cost-effective labels. This will not only keep customers safe but also safeguard business operations.

Visit **https://bit.ly/4ge0DBa** to discover our full range of food labelling solutions.

1Erudus' study analysed 116 PPDS labels on foods purchased from delis, farm shops, cafés, food markets and festivals across the UK, report published in 2023.

Araven New PP Basic Pans and Lids Range Complete The Most Comprehensive Catalogue for Food Preservation



With the launch of the new range of BPA Free Polypropylene Basic pans and lids Araven once again demonstrates its leadership in product offering for the Horeca sector.

The new product range stands out as the most practical, affordable and sustainable solution for the professional kitchens with maximum hygiene and food safety guarantees. The range offers the widest variety of sizes, capacities and models on the market and features all the Araven features and benefits, such as its integrated label or the ColorClip system for easy food management.

The PP Basic range is available in up to six Gastronorm formats, from GN 1/9 to 1/1, and three different heights - with both smooth and perforated base for liquid drainage. It is made of BPA-free polypropylene, which complies with the most stringent food safety regulations. This material also offers easy cleaning, great durability and high transparency. Due to resistance to temperatures between 95° and -40°C, it can be both heated in microwave and used in commercial freezers.

The new Basic lid offers excellent food preservation. With Araven quality guarantee, these food pans, together with their lids, are ideal for ensuring optimum hygiene and food safety, while preserving the best properties of the food and reducing the level of wastage due to food spoilage. In addition, compliance with Gastronorm (GN) formats, the European standard in the Horeca sector and the food industry, guarantees perfect adaptation to food counters, shelves, or buffet displays.

For further information visit **www.araven.com**





brother
at your side

Accurate food labelling made easy

Give customers more clarity with Brother food labelling solutions







Tougher legislation and rising customer expectations mean that accurate food labelling is more important than ever.

And if you need technology to make this easier for you, a Brother label printer solution could be just what you need. From stock rotation labels in the kitchen to PPDS labels for the counter, our label printers make it easy to label your food quickly and accurately.

Whether you need a simple solution using a PC-connected printer and free software or a more advanced solution, integrating with a third-party food management system, we can help create the perfect system for you.



Visit **brother.co.uk/food-labelling** or scan the QR code to discover our full range of food labelling solutions.

Expowest Cornwall Preview

LABELLING FOR THE FOOD INDUSTRY



FREE SET UP & TRAINING

The Label Group supply a complete range of label printers, stock & bespoke printed labels, carbon ribbons, handheld pricing machines, date machines, plain & printed pricing gun labels





FOR INDEPENDENT ADVICE AND SALES CALL US ON

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Get Set for 2025 at Expowest Cornwall



Would you like to do better business in 2025? Are you looking for new products and new suppliers? Let Expowest Cornwall help you get ready for the seasons to come!

The Expowest Cornwall trade show takes place on Tuesday 4th & Wednesday 5th March at The Royal Cornwall Events Centre, Wadebridge. Thousands attend the show each year to meet a wide variety of hospitality and catering suppliers. They come to sample the latest products and ideas for their businesses, and to help maximise their returns for the coming season. More importantly - they come to buy!

If you are eager to see, taste, and test the best that the food drink and hospitality sector has to offer your business, and truly understand what is going to shape the market in 2025, this is one show that you can't afford to miss. After all, you can't see, touch and taste on the internet - there's no substitute for meeting producers face to face and trying their products in person!

Over two days, under one roof, you can discover over 160 exhibitors, covering everything from fresh food to food service, dairy to drinks, and wi-fi to wholesale. Whether you run a pub, hotel, restaurant, café, deli, farm shop, holiday park, tourist attraction, catering business, or supermarket, you're invited.

As well as stocking up for the seasons ahead, you can catch up with colleagues, suppliers and customers as well as making essential new contacts. Many exhibitors at the show will have exclusive show offers for visiting buyers, including discounts, free delivery, free POS items, and deals on service packages. It's a great opportunity to get yourself a deal and increase your profit margins! The show is easy to reach and well signposted from every direction. What's more, there's ample free parking within an easy stroll of the show. Expowest Cornwall really is the show that has it all covered!

For more information about the show and to register to attend, please visit **www.expowestcornwall.co.uk**, or call **01934 733456**. You can also follow the show on Facebook (@expowestcornwall) and Instagram (@expowest_uk).

Rezcontrol PMS - A Great System With An Unbeatable Price Promise

Rezcontrol is a complete, cloud-based property management solution. As one of the largest independent PMS providers in the country, we understand hoteliers' needs and promise there will always be a friendly voice at the end of the phone - our customer service is legendary, in an era of ever-increasing globalisation.

What's more, we are so confident of both the platform and our service that we are running an unbeatable long term offer, for hotels considering changing PMS this year. If you move to us from any comparable system, such as Guestline, Opera or Mews, we will guarantee new customers a saving of 25% off their current fees.

Spend time with your guests, rather than on admin - and manage bookings, rates, tasks and events all in one place



rezcontrol

NEW BOOKING ENGINE! *- puts your guests' room booking, table booking, and stay enhancements into one basket, with one checkout and one confirmation.*

AMAZING CUSTOMER SERVICE *- 365 days a year. No more waiting for a faceless call centre to get back to you.*

Secure, future-proofed and compliant with regular, automatic updates

Unlimited user licences, amazing integrations and training on demand - and, we will migrate your existing reservations for you.

"Clean, clear simplicity combined with outstanding customer service"

- Jonathan Lawley, Brand Manager - Polizzi Collection, St Mawes

Book a demo or an introductory call today!
https://rezcontrol.com/

VISIT **CLH NEWS** ON **STAND F44** AT **EXPOWEST CORNWALL**

Expowest Cornwall Preview

Coldpress - True to the Fruit

Coldpress was born from a mission to solve a simple but important problem: how to capture the pure, fresh taste and nutrients of fruit in bottled juice. Traditional heat pasteurisation, which goes up to 135°C, compromises delicate flavours and vitamins. The solution? High Pressure Processing (HPP) - by using cold pressure rather than heat, Coldpress locks in the 'true to fruit' taste and essential nutrients of the fruits and vegetables used, ensuring a fresher and more nutritious juice.

Since introducing HPP to the UK market in 2011, Coldpress has been at the forefront of juice innovation.

Their journey began with the launch of Pink Lady® apple juice in Waitrose, and they have since expanded to offer 14 vibrant, nutrient-packed juices, smoothies and health shots. With every bottle, Coldpress delivers fresh flavour while preserving the vitamins and antioxidants naturally present in the ingredients.

Coldpress is committed to delivering great taste without compromise and continues to lead the way in cold-pressed juice, championing health and flavour at a competitive price.

Visit Stand L21 or see the advert on this page for details.

The Label Group

South West Labels are a supplier of labelling guns, thermal label printers & labels. We're here for retail, industrial and manufacturing businesses. We're independent, which means impartial recommendations combined with over 30 years experience in supplying these products.

The labelling gun market can be complicated. Many products are known by different names depending on their use. Labelling guns, price guns, pricing guns, label guns, coding guns and batch guns. Our range of products can meet all needs: Simple low use models, durable machines for industry. A wide variety of specialist features including auto-incrementing guns for batch codes.

All equipment is supplied with a one year factory warranty and are designed to give years of reliable and effective service.

See us on **Stand F26** or call **01736 810334** for details.

SALSA Certification Specialists - Helping Food Business Owners Sleep Easy

In today's complex food industry landscape, achieving and maintaining compliance isn't just about meeting standards—it's about building trust and ensuring sustainable business growth. This is where Beacon Compliance, with its 80+ years of combined industry experience, steps in as your dedicated partner in food safety excellence.

Serving food producers and manufacturers across the UK, Beacon Compliance specialises in bridging the technical resource gap that many food businesses face. Their expertise spans across BRCGS, SALSA, and various other critical certifications, offering bespoke solutions that adapt to your business's growth stage.

What sets Beacon Compliance apart is their hands-on, personalised approach. Their team of expert consultants doesn't just guide you through compliance—they become an extension of your team, offering proactive maintenance packages and comprehensive food management systems that prevent issues before they arise.

With a remarkable 100% improvement in audit scores for their clients and a 95% referral rate, Beacon Compliance's track record speaks for itself. Whether you're a small producer or a large manufacturer, their flexible support packages ensure you're not just audit-ready, but audit-confident.

Ready to transform your food safety compliance journey? Contact Beacon Compliance for a free 30-minute consultation."

See us on Stand E37 or see the advert on this page.

BEACON COMPLIANCE
Food Safety Experts

SEE US ON STAND E37



- **80+ Years Combined Industry Expertise:** Our hands on compliance partners deliver unmatched guidance in BRCGS and SALSA certifications, with a proven track record of 100% audit score improvements.
- **Comprehensive Compliance Solutions:** From producers to manufacturers, storage facilities to agents and brokers - we provide tailored food safety management systems that ensure your business meets and exceeds industry standards.
- **Proactive Maintenance Packages:** Stop firefighting compliance issues. Our preventative approach keeps you audit-ready year-round, with personalised support packages designed for your specific needs.
- **Digital Innovation in Compliance:** Streamline your documentation with our cutting-edge QR code-based system and digital software solutions, minimising paperwork while maximising efficiency.
- **FREE 30-Minute Consultation:** Transform your food safety compliance journey today. Book your no-obligation consultation with our expert team and discover how we can guide your business to AA Grade compliance.

Contact us: 01792 986089 Email: Katie@beacon-compliance.co.uk
www.beacon-compliance.co.uk



Expowest Cornwall Preview



VISIT **CLH NEWS** ON **STAND F44** AT **EXPOWEST CORNWALL**



Expowest Cornwall Preview

McWhinney's Sausages



McWhinney's Sausages are proud to announce that they will be exhibiting at Expo West in Cornwall. The Northern Irish sausage manufacturer has been in business since 1898 and is still very much a family run business to this day.

McWhinney's are well known across the UK and Ireland for producing quality sausages for the fish and chip shop market. However, with ever evolving and versatile products, such as the delicious Gluten Free, the brand is expanding throughout the hospitality sector.

The family run business has always preached that quality is at the forefront of everything they do.

If you plan on visiting Expo West, call by their stand to sample the delicious range. You should even keep an eye out as you might spot their mascot, Bigfoot, roaming the place!

Visit McWhinney's on Stand H22.

Dole Foodservice

Dole (formerly Total Produce) is the world's largest and most accomplished fresh produce provider, with an extensive network of foodservice depots throughout the UK, reaching from Cornwall to Edinburgh.

Dole sources and distributes an extensive range of fresh produce across all major categories including fruits, vegetables and salad - extending from the more familiar to the truly exotic. Dole also supply an extensive range of dry goods, fine foods, frozen and dairy.

Serving the retail, wholesale and food service sector, Dole UK is a complete fresh produce solution provider, offering a comprehensive menu of services to our customers, ranging from simple service provision to an independent grocer to complete category management for major multiples.

A strong, vibrant and accomplished business, Dole Foodservice Cornwall is part of the worldwide Dole group. Please visit us on stand F28.

Pukka – The Nation's Number One Pie Brand

Pukka – the nation's number one pie brand[1] – has been making and baking its bestselling full-on flavour pies for over 60 years. From traditional All Steak, to stadium favourite Chicken Balti, along with award-winning Vegan and Vegetarian[2] recipes, Pukka continues to delight customers across the UK.

To offer hot Pukka pies with ease at any venue, Pukka's Heater Package includes a tabletop oven unit that heats pies from frozen to ready-to-serve in under 2 hours. Also available from the Pukka Foodservice website is a range of resources including a Heat & Serve Guide, Social Media Toolkit, and bespoke POS.

From 2024, Pukka is offering NEW Gastro Pies. With a choice of Steak & Ale or Chicken & Mushroom, they provide the perfect offer for a sit-down meal occasion. Encased in crispy puff pastry with a rustic crimp, these deep filled delicious pies are hand finished with a sprinkle of thyme or black pepper. Contact **trade@pukkapies.co.uk** to find out more or see us on Stand H1.

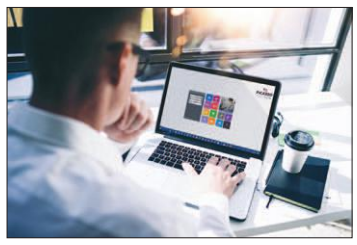
[1] Circana (IRI) GB Chilled + Frozen Pie Brand Value Sales 52wk data to 24/12/2023

[2] Veggie Cheese Leek & Potato winner of The Grocer New Product Awards 2019 and Vegan Minced Steak & Onion winner of The Grocer New Product Awards 2021

Picasso Digital PM

Picasso Digital PM is the hotel system of the future. Already incorporating a high-powered AI led reception module, the development of the fully incorporated Bar and Restaurant system has recently been nothing short of impressive.

They have really concentrated on future proofing Picasso, the last thing they want is that their competition to catch them up and even worse, overtake them as the leading PMS in Europe. The hotel industry is a hard task master at the best of times, demanding bigger and better things from its systems and it is up to the system providers to keep themselves ahead of the game in terms of innovative ideas and functionality.



The concept of the all-in-one hotel system has been around for a few years now, but when the system can control outside third parties with the same time efficiency as it can control its own modules, then it becomes truly an invaluable tool. With its AI inspired self-check in system, its award-winning hotel and restaurant system and its fully integrated channel manager, only time will tell what demands are placed on the PMS of the future, one thing is for sure, Picasso Digital will be taking the challengers on headfirst.

See us on Stand H24 or see the advert on this page for details.

South West Coffee Co. - Your Partner in Coffee

We can help you make the most of your coffee and hot drinks service, ensuring high levels of customer satisfaction and loyalty – together with increased profits.



We offer a wide range of coffee machines, all at competitive prices and with a range of rental, fnance and leasing options available.

We have our own in-house engineering team and guarantee the highest levels of customer service, ensuring downtime is kept to an absolute minimum. Wholesale customers get discounted service charges, further enhancing the overall value of working with us. With experience in all makes of machine, we have no problem working with your existing equipment.

We even offer a free inspection and service to new customers to make sure your machine is running as it should before getting to work serving up some of the best coffee going…

We also supply a full range of leading, premium products for your hot drinks service.

For further information call **07776 184141**, email **hello@swcoffeeco.com** or visit **www.swcoffeeco.com**

See us on Stand E17

CSE EPoS Solutions

Serving the South West since 1975.

CSE Ltd has grown to become one of the Swouth West's leading suppliers of EPoS systems, Cash Registers and Electric Scales.

Whether you need a simple cost-effective cash register or fully integrated EPoS solution tailored to your retail or hospitality business, we have the perfect solution for you.

We provide comprehensive maintenance and support for all our products, including brands such as Sam4s, ICRTouch, Myepos and the best of breed Access EPOS.

Please visit us on Stand H25.

CSE EPOS·solutions

Visit us on Stand H25



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www.cornwallcashregisters.co.uk

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PiCASSO DIGITAL

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Call us to get a quote
Tel. +(44) 793 270 5254

PICASSO DIGITAL 12

Let Mona Do The Work

Mona AI is the automation of all your reception work!



Discover all the time saving and profit enhancing features of Europe's most advanced hotel system, **Picasso Digital**.

The most popular feature on the market is the digital assistant **Mona AI**, who manages a long array of service tasks automatically, allowing you more time to optimise your business.

Mona AI:

- Manages all types of reservations
- Handles allocation of vacant/ cleaned rooms
- Sends confirmations with checkin information by SMS and email w/o payment link
- In-room upsale to the guest
- Manages your bonus club
- Creates names lists
- and many more tasks..

For more info contact:
Alistair Brown
info@techotel.co.uk | Tel +(44) 793 270 5254
TECHOTEL

Picasso Digital
A cloud based
all-in-one solution

SOUTH WEST COFFEE CO EST – 2017

MACHINES TO SUIT ANY ENVIRONMENT

We offer a wide range of coffee machines, from a 'compact' 2 group Iberital IB7 all the way through to our flagship machine, the San Remo Cafe Racer. All at competitive prices and with a range of rental, finance and leasing options available. So whether you're running a pub, or a large high-end cafe or restaurant, we'll have machines to suit.



YOUR PARTNER IN COFFEE

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Sticky-free surfaces

Fast and effective drying action

Effective against norovirus

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Lodging

At Ecolab, we are aware of the **difficulties** that the lodging industry is facing, including persistent **shortages** of **essential resources** and the heightened necessity for **quicker cleaning**.





Introducing the **future of clean** with

MAXX Synbiotic

Add **50 billion workers** to your team & help to reduce task time...

Our **unique** combination of pre & probiotics, coupled with effective biodegradable surfactants, deliver a **faster** and **long lasting cleaning** impact.

Prebiotics + **Probiotics** + **Surfactants** = MAXX Synbiotic

Each bottle contains **50 billion micro-organisms**, just ready to be **activated**. Once applied, the products deliver **immediate** professional cleaning & **continues to clean** for days after application.

Speak to your distributor today about the range that cleans on and on and on.

ECOLAB®
PROTECTING WHAT'S VITAL™

Cleaning and Hygiene

Protect What Matters: A 360 Solution for Hospitality Challenges



At PDI International, we're proud to launch the Protect What Matters Most campaign, introducing Protect 360° Sanitising Wipes.

Leveraging our expertise as a global healthcare leader, we've developed a professional-grade sanitising solution tailored for hospitality. More than just cleaning, these wipes help protect your people, reputation, and the planet.

WHY NOW?

Running a hospitality business is more demanding than ever, with rising NIC contributions and operational costs up by 55%.

We wanted to champion hospitality professionals, acknowledging their challenges in tough economic times. The campaign focuses on the real cost of cleanliness – from sticky tables and staff wellbeing to customer trust."– Nina Smith, Marketing Manager, PDI International

CLEANLINESS: THE FOUNDATION OF TRUST

Cleanliness is a top factor influencing customer sentiment. A 2023 Accor study found that 81% of European and UK consumers consider it essential. Neglecting hygiene doesn't just lead to bad reviews – it erodes trust.

●○○○○
Disappointing will not return
Dec 2023 • Friends
Attended for a Christmas get together with friends, whole experience was a shambles. Service was non existent had to ask about every course (if it was coming) despite us pre ordering food, **table** seemed unclean & **sticky**.

A frequent complaint? Sticky tables. This isn't just about poor cleaning; it can result from varnish breakdown, harsh chemicals, or dirt build-up. Protect 360° wipes tackle this issue effectively.

PEOPLE: THE HEART OF YOUR BUSINESS

Your staff's wellbeing is crucial. Traditional cleaning methods, like reusable cloths, are prone to cross-contamination. The Food Standards Agency recommends disposable alternatives to reduce risk.

SUSTAINABILITY: A PRIORITY FOR TODAY & TOMORROW

Sustainability isn't just a trend—it's a business necessity. A Lightspeed survey found that 90% of consumers expect eco-friendly hospitality practices, and 26% would stop visiting businesses that don't prioritise sustainability.



Protect 360° Sanitising Wipes support your green goals:

- *100% biodegradable fibres & plant-based active ingredients*
- *Recyclable packaging*
- *UK manufacturing to reduce carbon footprint*

WANT TO TRY THEM OUT?

Write to us via **samples@sanipro-intl.com** to order your **FREE samples!**

A: PDI EMEA Ltd Pywell Road, Willowbrook East Industrial Estate, Corby NN17 5XJ, UK

T: **+ 44 (0) 8081 697 945**

W: **https://pdi-intl.com**

E: **hello@sanipro-intl.com**

The Secret To Achieving 5-Star Ratings Revealed

Reckitt Pro Solutions Unveils Quantum Warewashing Range to Secure Rave Reviews and Boost Occupancy in HoReCa Establishments



A staggering 92% of guests would not return if the tableware wasn't entirely clean. New research commissioned by Reckitt Pro Solutions amongst frequent restaurant-goers sheds light on the crucial role clean and hygienic dishware plays in securing positive customer reviews and encouraging repeat visits.

Cleanliness is king:

The survey revealed that cleanliness directly impacts reviews: 77% of guests would remove two or more stars from a restaurant's review if the dishware was not entirely clean and 92% would not return if dishware is not entirely clean.

QUANTUM PROFESSIONAL: 5-STAR SERVICE MADE EASY

Reckitt Pro Solutions has launched Quantum Professional, an innovative new range of warewashing products designed specifically for the HoReCa markets.

The range was created in response to the crucial requirement in this sector for brilliant, clean glass and dishware, as a critical driver to securing the 5- Star reviews.

Building on the legacy of Finish, the UK's No. 1 selling household dishwashing brand, Quantum offers significant benefits:

- *provides a powerful and reliable tableware solution that delivers impeccable cleanliness results*
- *improves operational efficiency both in front and back of house*
- *tackles even the toughest stains*
- *suitable for all types of professional warewashing machines.*

The Quantum range: four targeted products for exceptional cleaning performance

Detergents:

- *Liquid Detergent: Cuts through grease and removes stubborn stains like dried-on egg, oil, tea, and coffee with ease.*
- *Glass Wash (Available as Liquid): Ensures sparkling clean and spotless glassware, tackling limescale and red wine stains effectively.*
- *Tablets (Available in tablet and gel capsules): Each tablet serves for up to 5 cycles.*

Additives:

- *Rinse Aid: Delivers brilliant shine and effortless drying.*
- *Salt: Provides superior protection against limescale residues and white marks, ensuring longer-lasting equipment and sparkling dishes.*

Beyond cleanliness: enhancing back-of-house operational efficiency

Quantum Professional delivers perfect washing results and faster drying every time with less rewashing and polishing of glasses. These products can also aid in HACCP Plan compliancy.

Quantum is now available nationally and readily obtainable through Reckitt Pro Solutions' national network of key distributors. The packaging for this new range is also 100% recyclable.

To find out more about the research and the new range of Quantum Professional products, please visit Reckitt Pro Solutions at **https://uk.reckittpros.com/**

Duplex® CLEANING MACHINES (U.K.) LTD

EXPERIENCE THE POWER OF STEAM

Duplex is a leading industry supplier of technologically advanced commercial and industrial cleaning machines. Our friendly and experienced team provide free on-site, no obligation demonstrations anywhere in the UK, backed up by certificated installation and training. With knowledgeable after-sales service and support, we aim to give you complete peace of mind when choosing a cleaning machine.

- STEAM AND STANDARD FLOOR CLEANING MACHINES
- MULTI-SURFACE STEAM CLEANING MACHINES
- ESCALATOR AND TRAVELLATOR CLEANING MACHINES
- GUM REMOVAL MACHINES

Reduce water & chemical usage with steam





REQUEST A FREE DEMONSTRATION - TOTAL UK COVERAGE

Tel 01227 771276 e-mail sales@duplex-cleaning.com website www.duplex-cleaning.com

Introducing the Revolutionary MAXX Synbiotic Range!

In the hospitality industry, maintaining impeccable cleanliness and hygiene is not just important—it's essential. Despite thorough, regular, and daily cleaning, dirt can still accumulate over time, especially in those hard-to-reach places. Cleanliness and hygiene traps lurk in corners and crevices, beneath furniture and furnishings, and particularly on porous surfaces such as floors and wall tiles. Microscopic dirt can penetrate deep into the pores of these surfaces, making hygienic cleaning a formidable challenge. Over time, this dirt becomes visible and can generate unpleasant odours, potentially leading to reduced guest satisfaction and negative reviews.



Ecolab, a pioneer in innovative cleaning solutions for over 100 years, is proud to introduce the exclusive, game-changing MAXX Synbiotic range. This new collection of all-purpose, WC, floor, and sanitary cleaners is set to revolutionise the cleaning industry, ensuring your establishment remains spotless and your guests remain delighted.

These products ensure that odour sources are not only removed but also that substances which could produce unpleasant odours in the future are broken down.

Every 1L of MAXX Synbiotic packs 50 billion micro-organisms - a special blend of selected pro- and prebiotics, along with biodegradable surfactants. This unique "synbiosis" of pro- and prebiotics makes a decisive difference compared to traditional probiotic cleaners.

Experience the future of cleaning with Ecolab's MAXX Synbiotic range and ensure your guests enjoy a pristine and pleasant environment every time they visit. Transform your cleaning routine and elevate your standards.

Speak to your Ecolab representative or distributor today. Let's make cleanliness and hygiene a hallmark of your hospitality experience!

Visit **www.ecolab.com** today for information on the full range.

Don't Slip Up!



Duplex offers the most simple and versatile solution for the thorough cleaning and drying of all kinds of floors including the most common types of slip-resistant flooring found in the catering and hospitality sector.

The secret to the Duplex's remarkable performance lies in its contra-rotating cylindrical brushes. This design produces an exceptionally thorough clean on all floor types. The unique design includes thousands of bristles, strategically placed across twin brushes which rotate at 600 rpm. These effectively lift dirt, grime and water from the floor surface leaving it clean and dry. All Duplex models use minimal amounts of water to effectively clean the floor so the quick drying time means that slips are less likely than using conventional cleaning methods.

When combined with steam the Duplex's cleaning power is enhanced further still with the added benefit of sanitization and water saving, and even quicker drying times.

Without the need for harsh chemicals, steam combined with the scrubbing action of the brushes penetrates deep into the abrasive particles of the floor producing an exceptionally thorough clean whilst maintaining its slip-resistant nature.

Maintaining excellent standards in floor care significantly contributes to a business's success in the hospitality sector with around three quarters of potential customers avoiding establishments with a low hygiene rating. Conversely, implementing good cleaning practices can increase customer foot traffic thereby boosting revenue.

For further information see the advert on this page or visit **www.duplex-cleaning.com**

Quantum

PROFESSIONAL

FROM THE MAKERS OF **FINISH***

Professional Warewashing made easy

The Quantum Professional Dishwasher Range

Upon hearing an establishment had streaky or water spotted glasses, 44% of bar patrons would consider, or book, a different bar instead. **

Nobody raises their glass to streaks and spots – in busy bars every pour and plate counts, so make sure yours are sparkling clean and ready for the next round. Attract and retain customers with the Quantum Professional range of dishwasher products that tackle even the toughest residue and stains.

5 star service made easy



* Finish - The trusted household detergent used in over 100MN+ dishwashers

** Mulberry Marketing Communications. Quantum Professional Research Survey, 2024

reckitt
PRO SOLUTIONS

Outdoor Spaces



Enhance Your Space With Quality Outdoor Furniture! Book Your Free Design Consultation Today with LeisureBench



In today's competitive leisure market, the experience you offer your guests can make all the difference. For pubs and restaurants, it's not just about providing somewhere to sit- it's about creating an unforgettable, comfortable environment that encourages visitors to return year after year. One of the simplest yet most effective ways to elevate your guests' experience is by upgrading your outdoor furniture.

With 20 years' experience providing bespoke designs and multi-site rollouts, we are a reliable provider and installer of high-quality furniture, from picnic tables and benches, rattan, teak and 100% recycled plastic, to accessories such as parasols, planters, bins and parking signs.

Our comprehensive services include:

- *In-house CAD services for custom designs*
- *Manufacturing and NPD with advanced technology*
- *Installation by skilled fitters certified by the Construction Skills Certification Scheme*
- *Just in-time delivery with lead times as short as 5 days*
- *Project management to ensure smooth, timely completion*

We also offer a free design consultation to help you choose the best furniture and layouts for your business. Our experts will work with you to create a cohesive outdoor space that suits your brand, maximizes seating and functionality, and aligns with your vision. We are proud to serve Forest Holidays, Mitchells & Butlers, Stonegate, McCarthy and Stone, and many more clients.

Whether you are ready to transform your space, or seeking expert advice, contact our team today or explore our wide range of products on our website **www.leisurebench.co.uk**

Stylish Wicker Furniture For Your Outdoor Space



Wicker furniture is all set to be more popular than ever this summer. The good news is Trent Furniture have a great range of wicker style seating built to withstand everything that the Great British weather and the demands of the hospitality setting can throw at it!

Designed for the great outdoors, the bestselling Monaco Stacking Chair is available in a black, green, red or natural wicker finish. Fully stackable, its water resistant and strong yet lightweight aluminium frame and rattan seat are built to seat your customers in comfort and style on the pavement or in your outdoor seating area for years to come. Its contemporary design is sure to work well with most of your existing tables or you can opt to pair it with our Alma Aluminium Table. This easy-to-maintain table is available with a square or round top for an elegant al fresco look.

Our Plaza range is another highly popular wicker furniture option thanks to its versatility and chic good looks. It's crafted from low maintenance water-resistant and UV-resistant black synthetic rattan that won't fade in the sun. Again, designed for outdoor spaces, the stackable Plaza chair, armchair and hardened glass-topped table which seats up to four in comfort, is becoming increasingly used in indoor settings too. Wherever you choose to place it, its clean design is built to serve you and your customers for the long-term. Alternatively, if you'd rather opt for on-trend earthy brown, our Bolero range of polypropylene outdoor table and chairs offers the sought-after wicker look with the added bonus of being fully recyclable.

To discover more about these pieces and the rest of our extensive range of outdoor furniture, please get in touch **0116 286 4911** or via our contact form at **www.trentfurniture.co.uk/contact-us**

Please mention the Caterer, Licensee & Hotelier News when replying to advertising

Transform your outdoor space the **LeisureBench** way

At LeisureBench, quality is everything, value is essential and service is priceless. Ready to elevate your outdoor space? Book your free design consultation today, or reach out for expert advice. Let's create something extraordinary together!

- Picnic Tables
- Benches
- Recycled Plastic
- Rattan
- Teak
- Dining Furniture
- Tables, Tops & Bases
- Parasols & Accessories



LeisureBench
BRINGING OUTDOOR SPACE TO LIFE

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01949 862920
support@leisurebench.co.uk

Outdoor Spaces

Handmade Garden Furniture From MG Timber



The UK outdoor furniture market is heavily influenced by changes in weather conditions, with consumers more likely to purchase picnic benches during periods of good weather. MG Timber specialise in the manufacturing and supply of high-quality wooden picnic tables. Their picnic tables are made from high-grade timber and are designed to withstand the harsh outdoor elements.

Whether you're a restaurant seeking to enhance the cosy ambiance of your outside space with a high-quality dining set. A hotel wanting to revive your garden with a premium picnic table or a pub landlord aiming to elevate your beer garden with an impressive selection of pub benches and wheelchair accessible picnic tables. MG Timber are the garden furniture suppliers for you.

Crafted from the finest Swedish Redwood, each piece is expertly pressure treated to ensure longevity and protect against the elements. Renowned for their robustness, our treated wooden outdoor furniture is designed to withstand the unpredictable British weather, making them a reliable choice for any catering and licensing industry outdoor space.

For full details about our vast array of top-quality outdoor picnic benches for sale contact us today. We are also offering up to 15% off on commercial orders, please visit our website **www.mgtimberproductsltd.co.uk** or call us on **01902 953166**. See the advert on the front cover.

Café Culture - Pavement Profit



We create appealing and comfortable outdoor seating areas for your clients supplying everything required including:-

- *planters with real or faux plants*
- *cafe banners and restaurant screens*
- *lighting*
- *heating*
- *classic neon signage*
- *parasols installed and repaired*
- *lenticular bladed roofed shelters*
- *tables and chairs*

Our hardy planters are built to order using rot proof artificial wood planks. This unique material is not only completely waterproof but is formed from UK factory waste plastics and materials that would otherwise have gone into landfill. They will last you countless years and are a genuine recyled investment.

From our workshops in Kent we deliver UK wide and are happy to visit and survey your site to to discuss your needs and prepare a drawing and quotation outlining what could be done, all within your available budgets.

We firmly believe the better you look on the outside, the more customers will come to the inside so contact us on **01733 559437** or **sales@cafeculture.biz**



Kitchen Equipment and Fit Out

How to Effectively Maintain a Waste Water Pumping System



All kitchen waste water pumping systems require an inspection and maintenance schedule to keep them operating effectively and to prevent clogging or blockages.

To avoid these types of problems (especially during a busy service) it is essential to regularly check and maintain any pump system.

Maintenance is very simple and basically consists of isolating the mains power and removing waste that has collected in the tank.

The optimum frequency for inspecting a pump depends on the site application and could be weekly, monthly or every six months. The interval must be selected to ensure that the average amount of collected debris does not start inhibiting the float movement or clogging the pump inlet.

As an example, service on the DrainMinor and DrainMajor range from specialists Pump Technology Ltd, is particularly easy to carry out. The lid can be quickly removed using the built-in thumbscrews, without the need for any tools, giving full access to the collecting chamber. If required, the pump can be unscrewed by hand from the internal pipework enabling a more thorough inspection of the pump strainer and inlet.



Finally, the inside of the tank should be washed out before everything is reassembled and the mains power switched back on.



The whole process should take no longer than 5 to 10 minutes, after which the pump system will be ready to use again.

The DrainMinor and DrainMajor waste water systems are the benchmark for reliable, automatic, commercial kitchen, pumped drainage. They include features such as a large, low-level, triangular float, attached to the pump via a ridged float arm to ensure effective operation, even when the collecting tank is heavily laden with waste food products, fats oils and grease!



All Pump Technology Ltd products are supported by a nationwide service scheme and replacement pumps. If ever required these are available from stock for next day delivery.

For any operation or maintenance questions about waste water pumping systems, please contact the expert team at Pump Technology Ltd.

More Information: **Pump Technology Ltd | www.pumptechnology.co.uk. |. 0118 9821 555**



Kitchen Equipment and Fit Out

Caterquip UK - Specialist Catering Equipment Supplier and Business Start-up Consultancy

'EVER DREAMED ABOUT OPENING YOUR OWN BAR, RESTAURANT OR CAFÉ, BUT DON'T KNOW WHERE TO START?'

Meet Dominic Ricciardi....

Caterquip UK supply professionally reconditioned catering equipment and key to our success is saving clients huge amounts of money compared to buying new, which . Our other key benefit is giving clients access to those desired premium European brands which are very expensive new and out of reach for many'.

Dominic has opened two of his own very successful restaurants and is acutely aware of the hidden pitfalls of getting a new business off the ground. He has also assisted hundreds of Caterquip clients to plan, launch and provide support with their own catering businesses.

With over 25 years of start-up consultancy experience, Dominic Ricciardi and his team will assist you in realising your dreams by offering the following support.

- *Analysing location (understanding amount of customers in your catchment area)*
- *Financial Business plan*
- *Planning permission*
- *Alcohol license*
- *Any other licenses including liaison with local Environmental Health.*
- *Kitchen and Bar design*
- *Front of house design and layout*
- *Drinks menu*
- *Food menu*
- *Staffing*

Avoid the obvious, and not so obvious challenges ahead. Our consultancy services will steer successful launches and strategies for ongoing success.

Expert and practical advice is crucial to understand the pitfalls and dealing with the following fear factors.

- *About 60% of restaurants in the UK fail in their first year of business. This is similar to the failure rate in the US.*

Explanation

- *The restaurant industry is known for being difficult to succeed in.*
- *Restaurants often have low profit margins.*
- *Restaurants face intense competition from other food service providers.*
- *Restaurants can struggle to meet the changing demands of customers.*
- *Lack of an original concept*
- *Poor understanding of costs*
- *Poor quality food*
- *Customer service issues*
- *Running out of cash*
- *Being outcompeted*
- *Having a flawed business model*
- *Regulatory or legal changes*
- *Pricing or cost issues*

Most of the 40% who are successful will have consulted expert and knowledgeable assistance to guide that success and remove the anguish and avoid harmful guess work.

Consulting expert and experienced knowledge will help you define your goals, navigate complex business set up & launches and remove the often scary and ominous routes to business success.

Dominic can be contacted by email **dominic@caterquip.co.uk**

For further information on Caterquip see the advert on this page.

Temporary Kitchen & Equipment Hire



Mobile Kitchens Ltd specialises in the hire of temporary catering facilities and foodservice equipment.

Ideal for events or to provide temporary catering facilities during your kitchen refurbishment, our versatile units and equipment offer an efficient and economical solution to the caterers' needs.

Production Kitchens, Preparation Kitchens, Ware-washing Units, Dry Store Units, Cold Rooms and Restaurant Units are available as individual units in their own right or they can be linked together on site to form a complete complex.

Alternatively, we can offer modular, open-plan facilities, usually for larger, longer-term hires.

We offer a free design service, and project management from concept through to delivery and

installation on site, plus full technical support throughout the hire period.

The standard specification of our Medium Production Kitchen unit includes a six burner oven range, salamander grill, twin basket fryer, undercounter fridge, undercounter freezer, hot cupboard, double bowl sink unit with integral hand wash basin, storage racking, plus ample power points to plug in Microwaves, Food Processors, Toasters etc. Internal equipment can be interchanged, and clients can effectively specify their preferred layout.

We have many tried and tested design layouts and would be pleased to put forward our recommendations for your project.

So, if you're planning a refurbishment or need to cater for an event then why not give us a call and we'll be happy to provide advice and put forward a competitive proposal.

For further information or to arrange a site visit, email: **sales@mk-hire.co.uk** or call us on **0345 812 0800**, or visit our website: **www.mk-hire.co.uk**

Fridge Seals Direct

Fridge Seals Direct proud to be UK's no1 supplier of replacement fridge and freezer seals. We fabricate for a wide variety of commercial fridge & freezers.

The management team at Fridge Seals Direct have over 30 years of experience in the refrigeration industry and have each spent many of those years installing gaskets and hardware for a range of styles, brands and sizes of fridges.

From restaurant kitchens to food warehouses - we have experience in dealing with fridge & freezers of all sizes and scales. To learn more about fridge seals, be sure to explore our range of extensive guides on how to replace a refrigerator door seals. Otherwise, find your specific guides in how to identify, measure, install or maintain your fridge or freezer door seal.

Our reputation in the industry along with our commitment to providing a high-quality gasket without having to buy from the factory allows us to have competitive pricing and fast turnaround time.

Try us out, order your door gaskets from us and discover a better way to do business. We are here to help you.

www.fridgesealsdirect.co.uk

CATERQUIP UK LTD

The UK's largest supplier of reconditioned catering equipment

The Place To Buy Refurbished Commercial Catering Equipment

From gas ranges, fryers, and ovens to fridges and more...

Popular brands such as Rational, Garland, Foster, Blue Seal and Electrolux.







3 Month Warranty On All Equipment
Fast Delivery On Your Order
25 YEARS A Leading Supplier For Over 25 Years
Finance Options Available

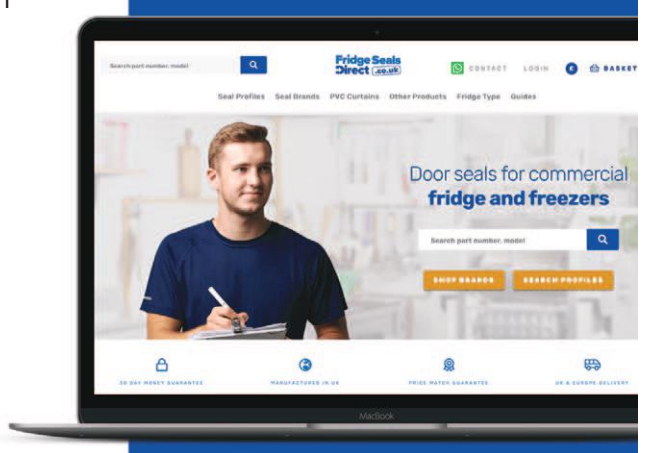
Call Now: **01733 286 000**

www.caterquip.co.uk

Fridge Seals Direct .co.uk

- Be ready for your inspections
- Damaged fridge seals are unhygienic
- Make your fridge more energy efficient with a good seal on your fridge
- We provide custom seals for cold rooms, discontinued models, and units with no identification information
- Next-day delivery service
- Discounted prices on large orders





WhatsApp, phone, and email support

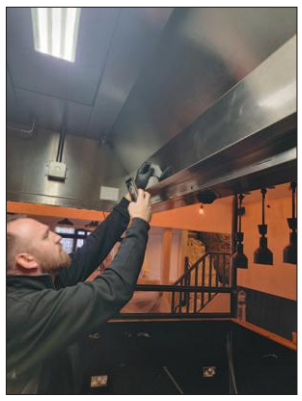
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Kitchen Equipment and Fit Out

Independent Kitchen Extract Auditing Service



Swiftclean, the nationwide-based air and water hygiene company, has recently launched its new Kitchen Extract Auditing service.

It has been developed primarily to support Facilities Management companies when they take on a new multi-site contract.

When a new facilities management team takes over the running of a new multi-site contract, they may, as part of that contract be required to make sure that the current specialist cleaner of the kitchen extract systems is carrying out the work to the required standard.

As a member of the BESA and the Ventilation Hygiene Register, Swiftclean has the experience and qualifications to carry out these audits and ensure that they have been completed thoroughly and competently following the TR19® Grease specification. TR19® Grease is issued by the BESA (Building Engineering Services Association) and is widely accepted as the leading source of authority on kitchen extract system hygiene.

Our audit reports include a summary of the overall condition of the extract system with photos. They will detail the grease thickness levels before and after the clean and, if there are any inaccessible areas, they will make recommendations as to how to resolve these issues.

More and more insurers are now insisting that systems are cleaned to the TR19® Grease specification. It is important for you to check your policy as there will be a possibility that you may not be paid out in the event of a fire if you cannot provide clear evidence of your compliance with TR19® Grease.

Swiftclean is also a leading provider of expert cleaning for kitchen extract systems, routinely providing clients with compliant systems.

www.swiftclean.co.uk



Caterquip - Specialists in Ventilation Systems



Caterquip Ventilation Ltd is proud to be celebrating their 23rd Anniversary this year.

This Warwick based company offers nationwide coverage for all your commercial catering needs: free site surveys, quotations and designs (CAD), quality bespoke and standard fabrications, specialist knowledge of catering ventilation systems including input air, odour reduction (carbon filtration and ESP) and sound attenuation. Affiliated members of Constructionline and CHAS, Caterquip Ventilation have a strong hold in the marketplace often advising industry professionals on ventilation systems to a DW172 specification & BSEN:6173.

They have strong relationships with all leading kitchen equipment suppliers, and they offer a kitchen design service to help you build your ideal kitchen.

Projects undertaken have included Olympic Villages, Basildon Hospital, The Mitre Hotel at Hampton Court, The Truck Stop at Anglesey, The Lodge at Old Hunstanton, Colleges, Schools, Hotels, Restaurants and Public Houses. They ensure their systems are compliant with the current guidelines whilst maintaining an efficient and dynamic facility.

With extensive knowledge of manufacturing and installing ventilation systems, they can help you design the best kitchen within the space available.

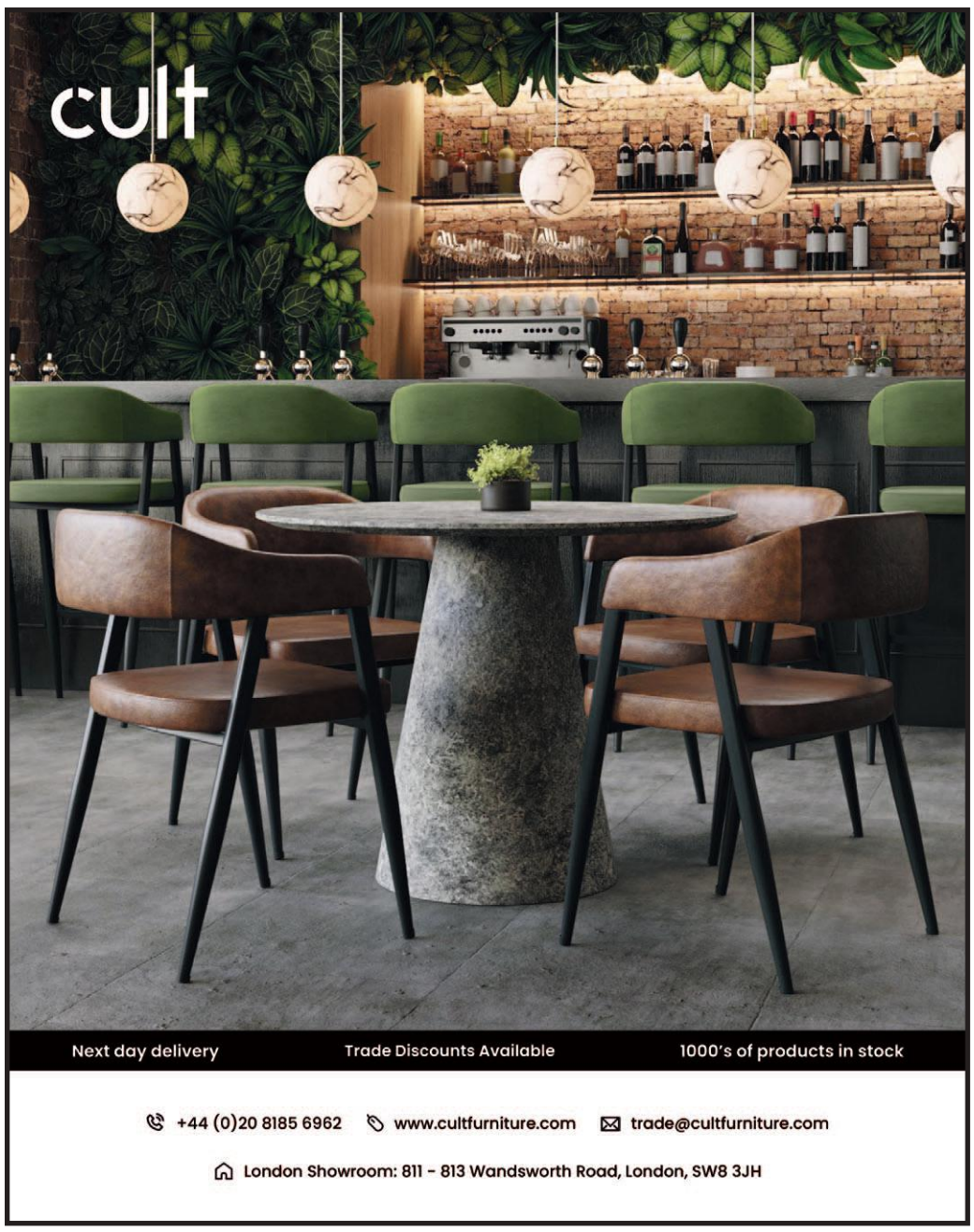
Call: **01926 887167**, visit: **www.caterquipventilation.co.uk**, email: **info@caterquipventilation.co.uk**

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Design and Refit



Elevate Your Venue with Cult Trade's Stylish Furniture



For bars and pubs, creating an inviting, functional space is essential to keep customers returning. Whether you're refreshing your current look or furnishing a new venue, Cult Trade offers a perfect blend of style, practicality, and affordability, designed with commercial spaces in mind.

More than just a furniture supplier, Cult Trade is your partner in elevating your venue into a standout destination. Their trend-focused designs ensure your space stays fresh, while their commitment to sustainability lets you make a responsible, eco-friendly choice.

Cult Trade provides an extensive range of high-quality furniture, from sophisticated bar tables in marble, terrazzo, laminate, and solid wood to versatile stackable bar stools and comfortable carver chairs. These pieces are built to withstand the demands of high-traffic environments, offering durability and comfort for your guests.

To enhance the atmosphere, Cult Trade's range of statement lighting creates the perfect ambiance, setting the mood for any event—whether it's a quiet dinner or a packed party.

Maximise your investment with Cult Trade's trade membership, offering exclusive discounts, fast shipping, and high stock availability. With personalised support from dedicated trade managers, selecting and purchasing furniture is easy and hassle-free.

Whether you're looking to refresh your interior or furnish your entire venue, Cult Trade has everything you need to create a stylish, functional space that will leave a lasting impression on your guests.

Get in touch with Cult Trade today:

Email: **trade@cultfurniture.com**

Phone: **0208 185 6962**

Website: **www.cultfurniture.com/trade**

The Perfect Night's Sleep for Your Guests From HotelContractBeds.co.uk



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Our zip & link beds offer ultimate fl exibility, allowing rooms to convert from twin to double in minutes—perfect for hotels catering to varied guest needs. From luxury hotel mattresses to budget-friendly options, we cater to all types of commercial accommodation.

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Design and Refit

TEKNE - Where Design Becomes Reality



For over half a century, Tekne has been at the forefront of the joinery and fit out industry, delivering exceptional craftsmanship and expertise to a diverse range of projects. From luxury private residences to iconic restaurants and hotels, Tekne has built a reputation for quality and precision, working with renowned chefs such as Rick Stein and Jamie Oliver, and hospitality giants, The HSH Group at The Peninsula Hotel, London.

Based in Poole, Dorset, Tekne's headquarters houses a state-of-the-art 32,000 sq ft manufacturing facility. This expansive space allows the company to produce high-quality bespoke furniture and joinery, ensuring that every element of a project is crafted with care and attention to detail. The ability to manage all aspects of a project under one roof, from design to construction and manufacturing, makes Tekne a leader in its field, offering Contract Management services for projects of all sizes and budgets.

Connections to the local community go back many years, having been responsible for some of the area's most exciting and respected venues. The opening of The Ivy in the heart of Bournemouth is particularly significant as it represents a long-standing relationship with The Ivy Group.

We have grown from a local success story to a respected name in the industry, collaborating with some of the most recognised names in hospitality. From working on high-profile hotel projects such as 1 Hotel Mayfair, to local projects such as the nearby New Forest Limewood Hotel spa, recently awarded UK Spa of the Year.

With over 50 years of experience, Tekne continues to build on its legacy, bringing a passion for craftsmanship and a dedication to excellence to every project. Whether it's creating bespoke furniture or managing large-scale construction projects, Tekne remains committed to delivering the very best.

Talk to us about your next project, on **01202 672121**, email **info@tekne.co.uk** or visit **www.tekne.co.uk**

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Mayfair Furniture

MAYFAIR FURNITURE

Mayfair Furniture will be celebrating 12 years this year of providing the UK's fastest and affordable commercial furniture. Supplying all kinds of establishments from high end hotel chains to small local takeaways.

We keep in stock a huge variety of items ready for immediate dispatch, and can fulfil a wide range of bespoke orders. We deliver to all areas of the UK, Ireland & Europe.

We are not just a supplier; we understand that from time to time hospitality and leisure establishments like to give themselves a fresh new look. That's why not only do we supply contract furniture, but when it's time for your establishment to go through a refurbishment we also offer a complete clearance service. We'll organise everything from a suitable time and date, professional clearance staff to remove contract furniture whether fitted or unfitted. Along with our sister company Caterfair who provides commercial catering equipment for your kitchens we are the ideal people to speak to when you are looking to refurbish.

01733 310115

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Design and Refit

Traditional Pub Furniture For Timeless Style



Heritage furniture made from rich, dark wood has been named as a key furniture trend for 2025, but as every publican knows, this kind of authentic design is timelessly popular.

Here at Trent Furniture, we offer a fantastic range of traditional pub furniture, which takes the exquisite craftmanship of the 19th century as the inspiration for today's cast iron tables.

Available as a standard height or poseur table with the option of a double-level top, the Dolphin Table features an intricate Victorian-inspired cast iron base that makes as much sense in a contemporary venue as it does in a traditional British pub. The Lionhead Table offers an alternative cast iron design in the same choice of four attractive finishes in melamine, veneer or solid wood. Or if you're looking for a round cast iron table, opt for the ever popular Girlshead Table with its much-loved image of a woman's face. Whichever table you choose, you can be assured of traditional quality as well as style.

A classic table needs a chair to match and the Straight Leg Captains Chair, with its timeless spindleback design, turned wooden legs and option for an upholstered seat, is a perfect partner to any pub table. Alternatively, The Straight Leg Mates Chair offers the same durablity and simple yet elegant Colonial style.

Of course, no traditional pub interior is complete without bar stools. The Tall Colonial Button Top Bar Stool is one of our most popular stools to pair with the bar or a poseur table, while the simple Small Wooden Stool is the hardest working piece of furniture in any pub.

To find out more about our fantastic range of traditional, contract grade furniture, please call us on **0116 286 4911** or fill in our contact form at **www.trentfurniture.co.uk/contact-us** or see the advert on the facing page.



Elevate Your Hospitality Venue with Dining Chairs UK: Affordable, Stylish, and Durable Contract Furniture

As the UK's hospitality sector continues to evolve, the demand for high-quality, durable, and aesthetically pleasing contract furniture has never been greater. At Dining Chairs UK, we are proud to be a trusted supplier to the hospitality industry and licensed on-trade, providing cost-effective furniture solutions for commercial venues across the country.

YOUR ONE-STOP SHOP FOR HOSPITALITY CONTRACT FURNITURE

Whether you operate a bustling restaurant, a stylish hotel lounge, or a traditional pub, the right furniture plays a crucial role in defining your space. We specialise in providing a comprehensive range of hospitality furniture, including chairs, bar stools, table tops, table bases, and outdoor furnishings—ensuring you have access to premium-quality products at competitive prices.

Tailored Solutions to Bring Your Vision to Life

We understand that every venue is unique. That's why we offer tailored solutions to match your brand's identity and aesthetic vision. Our expert team works closely with business owners, designers, and hospitality professionals to source and specify furniture that seamlessly blends style, durability, and functionality.

HASSLE-FREE FURNITURE SOURCING WITH UNBEATABLE VALUE

At Dining Chairs UK, we believe in making commercial furniture buying as simple and stress-free as possible. Our vast selection of in-stock items means you can furnish your establishment quickly, without long lead times. Plus, with our competitive pricing and quick delivery options, achieving the perfect look for your business has never been easier.

We're so confident in our pricing that if you find the same product at a lower price elsewhere, we won't just match it—we'll strive to beat any like-for-like quote. This commitment to affordability ensures that your business gets the best value without compromising on quality.

SUPPORTING THE HOSPITALITY INDUSTRY WITH RELIABILITY AND EXPERTISE

With years of experience supplying contract furniture to the hospitality sector, we understand the unique demands of high-traffic commercial environments. Our furniture is built to withstand daily wear and tear while maintaining its visual appeal, ensuring a lasting investment for your business. From classic designs to contemporary styles, our collection caters to a diverse range of hospitality settings, helping you create an inviting atmosphere that keeps customers coming back.

For more information, visit **www.diningchairsuk.com** or call us to discuss how we can support your next project.

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Vivid Dining Chair



£32
Seville Dining Chair



£56
Continental Base

Design and Refit

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Lymington Ramps make Beautiful wheelchair ramps with the SAFEST ANTI-SLIP Walking Surface and carry out FREE SURVEYS 7 DAYS A WEEK.



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NHS & Local Authority Approved, we design and construct ramps in homes, public buildings and all are made to suit each customer's specific requirements for their safety, ease of use and comfort. They are attractive to look at, designed to blend in with each individual property and can be constructed using a range of materials and styles.

Located in Lymington, we provide wheelchair access ramps in Dorset & Hampshire, from Poole to Bournemouth across to Dorchester, Salisbury, Winchester, Southampton, Portsmouth and further afield when required.

Safest Ramp Access Anti-Slip Walking Surface is Guaranteed for 25 Year. Whether it be your home or public buildings, wheelchair access must be safe and that is why all of our ramps. have an anti-slip walking surface that has been tested in Wet, Icy and Greasy conditions and proven to offer unrivalled slip resistance compared to other materials and if you step on one of our ramps, you will immediately feel safer because of the excellent grip beneath your feet.

Wheelchair ramps are quality guaranteed because of the excellent durable materials used, anti-slip walking surface, Sapele Hardwood, Steel framing and importantly the high standard of workmanship.

With over 40 years in construction, we are very experienced in all aspects of building, particularly wheelchair ramp access and will tailor each ramp to your exact needs and requirements.

Our top priority is to improve quality of life, by offering the best mobility ramps for homes and businesses.

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New Stock Chair Ranges from ILF

With the ongoing success of the ILF Chairs website, 2024 has seen an increase in their STOCK CHAIRS AND BARSTOOLS available in different Faux and Velvet upholstery and selection of frame colours, plus a 10 colour STOCK range of Egger laminated 25mm table tops in a selection of sizes and colour finishes, plus now also a range of STOCK Melamine tops. A full range of table bases in metal and stainless steel are also kept in STOCK. In addition, ILF now have a comprehensive range of STOCK outdoor seating and tables to suit all budgets, plus real wood table tops and real wood table bases for indoor use as well as a NEW full range of veneer back chairs made to order.

More STOCK ranges coming soon please check the website.

www.ilfchairs.com/terry.kirk@ilfchairs.com

Their online website offers both indoor and outdoor seating and table solutions.

Divided into Contemporary seating, Upper Class, Lounge Seating, Period Seating, Outdoor seating and tables plus Indoor Dining & Coffee height wood tables, creating a great selection of products to view at your leisure.

Most made to order indoor seating and indoor wooden table bases and tops can be finished to any customer specification. Outdoor items offer a variety of colours within the same product style.

Enquiries can be sent to ILF directly from the website and they will reply within 24 hours. ILF hope you will enjoy the experience of viewing their easy to navigate website and they look forward to helping clients get the best products for their hospitality site.

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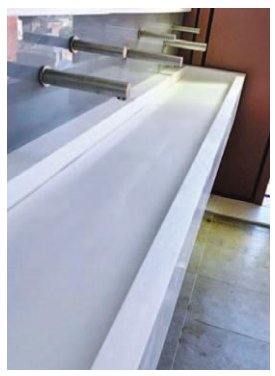
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TES Group and Babbo Restaurant



TES Group had the pleasure of providing the building services for the newly opened Babbo restaurant in St Johns Wood Highstreet, working the with client and Design team they covered the installation of the Mechanical & Electrical services, Fitout, Decoration and Joinery works.

TES Group have been operating in the construction industry since 2009. TES Group work with a range of clients including blue chip developers such as Berkeley Group, Mount Anvil, Multiplex, Taylor Wimpey, Vistry Group and private. TES Group specialises in the fit-out and commercial refurbishment of high-end space. They excel at working on bespoke projects which are both commercially and programme driven.

TES cover all aspects of both residential and commercial projects with an in-house team including Design, Management, Trades including but not limited to Electricians, Plumbers, Carpenters, Multiskilled, Dryliners, Tilers and Decorators.

Babbo, is a neighbourhood restaurant that embodies La Dolce Vita meets Little Italy – the pinnacle of the Italian dream. Offering a charming all-day dining experience, the restaurant focuses on authentic Italian cuisine, from breakfast, brunch through to lunch and dinner, rooted in family and traditions. A home from home nestled in St John's Wood High Street, Babbo is a place to tell stories and create new memories with friends and family

See the advert on the facing page for more information on TES Group or visit **www.tes-group.co.uk**

Magicman - Repair, Renew, Restore



The appearance of your hotel is of paramount importance when inspiring confidence and delight amongst clientele. You have earned your name and now want to maintain your position and reputation.

Multi-award winning, and with over 30 years' experience in specialist restoration, Magicman are the first choice for major insurers in the UK and for the marine industry, continually introducing new products through our dedicated R&D facility. These have recently included new processes for protecting marble from stains, exterior brick tinting and the application of slip-resistant surfaces for baths and showers.

Our customers include celebrated hotels, famous cruise lines and busy international transport hubs. From Park Lane to Pakistan, Bermondsey to Bermuda, we provide repair and restoration services all over the UK and around the world. At Magicman, we know that a good repair is the best thing to do.

If your premises are in need of some TLC, we have the services and equipment to help you out. We can handle minor chips, scratches, and other superficial issues as well as more major damage such as dents, burns and cracks.

Our team can handle most problems with efficiency and ease, whether they involve cabinets or furniture. We'll even handle any of your snagging issues before you hand over possession of the room to your client, so they don't have to worry about paying extra fees due to incomplete repairs.

We've got all kinds of options when it comes to repairing damaged items in your hotel rooms.

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We carry out commercial and residential fit out, refurbishment and redecoration from start to finish. Taking responsibility for organising resources, materials and works from the build stage to completion.

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RapidFit MR MFC

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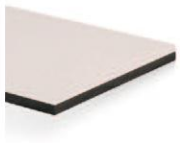
- 19mm moisture-resistant MFC
- Ideal for offices and areas of light to medium use



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*Subject to availability. Vanity units and matching IPS can be made to order in 3-4 weeks.

Décor Range

The RapidFit™ finishes have been hand selected by the Rearo design team, with colours and textures chosen to ensure compliance with The Equality Act, and future proofed for a minimum of three years.


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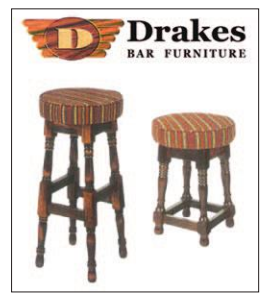
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Need to Increase Footfall? Our Custom Made Quality Furniture Could Help!



Have you recently taken over premises, just fancy a change or need to replace your tired old fixed seating and fixtures? At Drakes, we can help you realise your dreams with our bespoke furniture design service. Every week we build new tailor-made furniture up and down the UK, working with owners to come up with design concepts for fixed seating, booths and even bars and fixtures. We can take ideas from you, or your interior designer, or we can design something ourselves, all done efficiently, with professional quality and on time within budget.

Our service provides a unique opportunity to make your establishment stand out from others and add additional comfort for your customers.

ABOUT DRAKES BAR FURNITURE

We have been providing bars, pubs, restaurants, cafes, clubs, and hotels with high-quality furniture and fixtures for decades. We employ over 15 joiners, upholsterers, polishers and designers who are capable of installing fixed seating and bespoke joinery, new bars and full refurbishments, or simply making stools for the front of the bar, or providing quality tables that last. Our dedicated team are either time-served officially trained craftsmen or externally based professionals.

Got you interested? We are available for a chat Monday – Thursday: 9.00 am > 4.00 pm and Friday: 9.00 am > 12.00 pm on **01422 839 690**. If you prefer, email us at **sales@askdrake.com**, and of course please visit our website **www.askdrake.com** to see some of our range and past work. We are also available on Facebook and Instagram, just search for Drakes Bar Furniture and give us a follow!

Need a Quick Washroom Upgrade?

Rearo, a leading UK manufacturer and supplier of laminate surfaces, offers a wide range of high-quality cubicles for most washroom environments. Their products prioritise privacy, durability, and style, catering especially to hospitality and leisure.



Rearo is committed to sustainability, sourcing timber from FSC-certified forests and operating closed loop waste management. Their commercial team provides expert support, including site measurements, specifications, and design assistance.

Rearo's cubicles, new for 2025, range from the luxurious timelessness of Triumph, through Elevate's modern cubicles with both height and privacy, to Enhance, which offers a wide range of décors to suit individual preferences, and Aspire's made-to-measure cubicles for quick delivery - ideal for budget-conscious projects. Finally, RapidFit offers off-the-shelf cubicles and IPS for fast and efficient installations.

Rearo's RapidFit is the perfect solution for fast, easy, and stylish washroom transformations. Designed to meet tight deadlines, our off-the-shelf RapidFit range offers a variety of toilet cubicles and vanity units.

Why Choose RapidFit?

- *Speed: Quick and easy installation with flat-pack cubicles.*
- *Style: A range of high-quality laminate finishes to suit any aesthetic.*
- *Accessibility: Colours and textures chosen to comply with The Equality Act.*
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Property and Professional

Insolvency Challenges Within The Hospitality Sector

By Christopher Love, Head of Corporate Recoveries and Insolvencies at Primas Law (https://www.primaslaw.co.uk)



There's no doubt that businesses have had it tough since the pandemic, and none more so than the hospitality sector, which was already juggling with increasing costs, fewer customers, and tighter profit margins. It's been claimed there's been a record jump in the number of businesses in financial distress, with recent stats showing that insolvencies for pubs, clubs and bars rose 29% month on month. It comes as owners have been facing crippling energy bills, a shortage of labour, and have had to deal with high inflation since the pandemic.

Aside from April's national insurance rise for employers, businesses will also face an increase staff cost in the form of the National Minimum Wage, which is set to increase by 6.7% this year. That means for someone aged 21 and over, their hourly salary will increase to £12.21 from £11.44. For small and medium sized bars and restaurants across the country, that could potentially add thousands to their outgoings, and for the less financially resilient, could even result in a build-up of debt.

Aside from the financial aspect affecting hospitality, the industry is continuing to grapple with a very tight labour market. After the UK left the European Union, it's estimated a million people left the UK, with approximately 30% of them said to be hospitality workers. Tougher immigration rules following Brexit means that the sector finds it more difficult to attract overseas workers back to the UK, and this is exacerbated by a lack of people in the UK applying for jobs in this area.

And whilst high inflation appears to have passed, hospitality is still nursing a severe headache from the cost-of-living crisis. High interest rates on commercial loans and mortgages still persist, and it's feared that businesses with very fine profit margins will suddenly find these products unaffordable.

Despite what may seem a gloomy backdrop, there are things businesses can do to weather the storm.

The starting point always must be maintaining up to date accounts. Accurate books mean business owners and directors can have better oversight of finances and can adjust spending accordingly.

Businesses also need to remember that communication is king. Whether going through insolvency or not, strong relations – with both staff and shareholders – are crucial, and may help the situation if the business moves into financial difficulty. Many see hospitality staff, post-COVID, as like gold dust; therefore, it's vital that owners ensure staff are looked after, and are kept up to date with events, especially as losing workers in an already candidate-short market could have a further financial burden on the business. Equally, an open relationship with shareholders will reap benefits later down the line. Whilst they may be eager for a financial return, most will be aware of the difficulties of the sector when they invested, and so, surprisingly, may be more understanding than you think.

If a hospitality business is concerned about possible insolvency, then it's important to seek advice as soon as possible from a qualified practitioner. It may be possible to obtain a moratorium against creditor action.

Owners should be open with their creditors, who may be able to negotiate or offer extended payment terms over any outstanding debts. Whilst this may work on an informal basis, the size and amount of debt may be so serious that it requires a more formal arrangement – such as a Company Voluntary Arrangement (known as a "CVA"). This involves an insolvency practitioner working with creditors to arrange a formal repayment plan. This must be voted on by those owed money, with 75% of creditors needing to agree for the CVA to pass. Alternatively, it may be necessary for a company to be placed into Administration, which will allow an insolvency practitioner to be appointed with a view to try and rescue the business as a going concern. As this is a complex process it is important for businesses to seek expert legal advice.

As costs continue to cripple the hospitality sector, businesses should consider a full review of their accounts and processes, to ensure that debts are being paid on time, and that the company has enough capital. Consider the potential increase of outgoings when the national insurance contributions are raised in April, along with the increase in the minimum wage.

Whilst hospitality will always operate on fine margins, businesses need to be alive to the fact that sudden changes in the economy can have an adverse effect. For business owners, reacting to change can often feel daunting, but it can be managed effectively, and businesses can succeed, with proper professional advice.

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Increasing Revenue Through Permitted Development

By Simon Barry, Director of Boyer (part of Leaders Romans Group) - www.boyerplanning.co.uk



As warmer weather approaches, it's worth giving some thought to how best to maximise profits at what is traditionally a very popular time of year for bars and pubs – especially those with good-sized outdoor spaces.

Led by changes to the planning system introduced during the pandemic but since made permanent, there's a great range of opportunities to utilise outdoor space, whatever the weather and with little cost or inconvenience.

Under Class G of The Town and Country Planning (General Permitted Development) (England) (Amendment) (No. 3) Order 2021, operators of pubs, bars, hotels and restaurants can significantly increase footfall, and thereby profits, by erecting a temporary shelter such as a goalpost awning, marquee or gazebo on their premises. This can provide patrons protection from both the sun and the rain as well as establishing a more versatile external space. As a result, popular sports matches, large wedding parties and a variety of other events can attract greater numbers of patrons for hospitality venues.

The legislation surrounding Permitted Development Rights (PDR) is much misunderstood.

However it is important to recognise that whilst the opportunities relating to the hospitality industry are more limited, they can still be extremely beneficial from an operational perspective, particularly in terms of making more efficient use of external space.

If, for example, your pub had capacity for 100 people and you were able to increase the space to accommodate a further 50, you could theoretically increase your profits by 50%. In turn this could help facilitate greater variety in the food and drink offered, and quality of entertainment on site to attract passing customers thereby generating additional revenue.

New structures are allowed under PDR, but must be temporary in nature – by which the legislation requires it to be 'moveable'. This is commonly achieved by anchoring using a series of weighted planters to the new structure, to provide sufficient support while technically the building is 'moveable' (whether by man or machine).

The legislation dictates the structure must be under 3 metres high, with a maximum footprint of 50 square metres or no more than 50% of the size of the existing building, whichever is smaller. Furthermore, it must be a minimum of 2 metres away from any residential boundary and can not be for the purposes of displaying an advertisement.

Unfortunately for historic pubs, there are exemptions in the case of statutory listed buildings and scheduled monuments (and those deemed to be within their respective curtilages) but not locally listed buildings.

Planter-anchored 'butterfly' awnings are becoming increasingly popular. These are permissible under PDR because they can be retracted. A dining 'pod', however, assuming it requires foundations, is not. A food van is permissible because it can be driven or towed away; but a kiosk with concrete foundations is not.

Also bear in mind that although the allowance for new space, at 50% of the existing space or 50 square metres, is quite generous, this must be accommodated within a single structure – so for this reason operators tend to favour butterfly awnings or similar structures which are capable of accommodating up to 50 people.

Opting for a Certificate of Lawful Development

Although the changes described above can technically be exercised without obtaining formal planning consent, from a commercial standpoint there are significant benefits of submitting an application to secure a Certificate of Lawful Development.

At Boyer we have prepared, submitted and managed these types of applications for many hospitality clients, using secure consent for Certificates of Lawful Development for their peace of mind. We've seen many times over what a great opportunity this presents in increasing revenue at very little expense – creating great venues and great savings.

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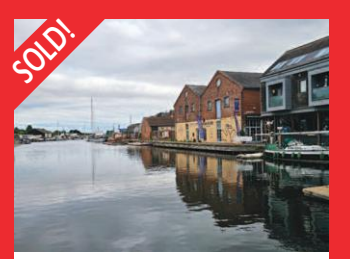
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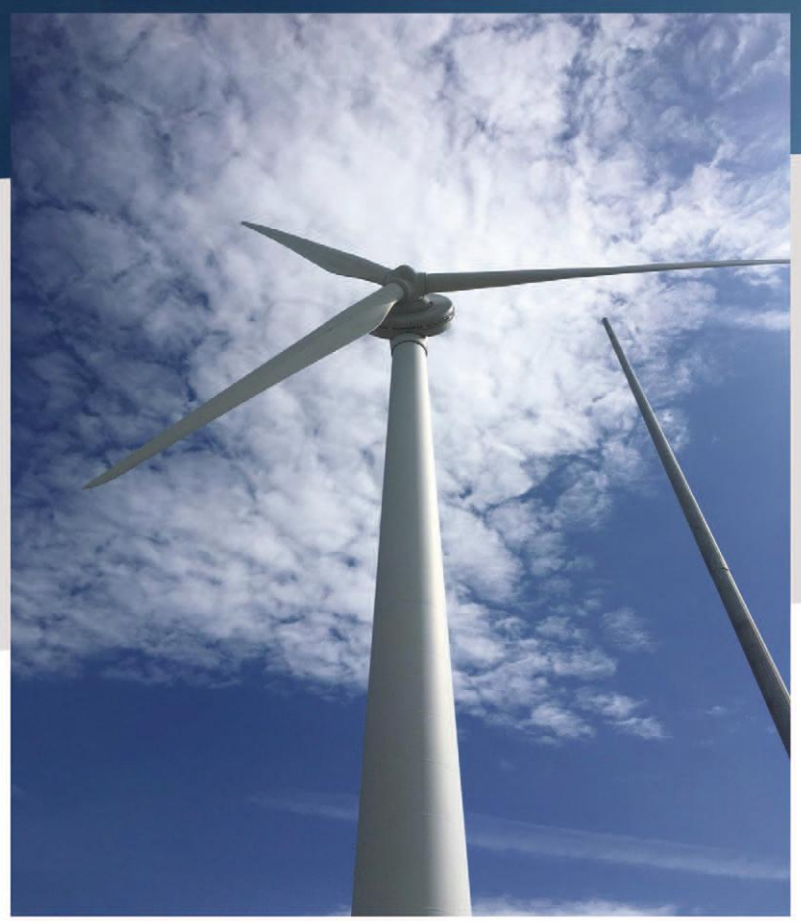


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