

Cheltenham Business Improvement District (BID) works to make Cheltenham a vibrant and prosperous town where businesses flourish and visitor numbers increase.

KEY CONTACTS IN CHELTENHAM

Your handy guide to useful contacts. Pop this guide up somewhere handy where you and your staff can always see it.

www.cheltenhambid.co.uk

01242 571123

info@cheltenhambid.co.uk

 @cheltenhambid ** @cheltenhambid** ** @cheltbid**

First Floor, Isbourne House, 3 Wolseley Terrace,
Oriental Road, Cheltenham GL50 1TH

CHELTENHAM
BID 

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CHELTENHAM BID

01242 571123 or
info@cheltenhambid.co.uk or
visit www.cheltenhambid.co.uk

For all BID services, including footfall data, promoting your events / offers.

BID AMBASSADORS

01242 571123 or
info@cheltenhambid.co.uk

Our ambassadors are on duty to help you and your business and welcome visitors seven days a week.

CHELTENHAM GIFT CARD

How the gift card scheme works, where the card is sold, all the businesses who accept the card – see www.cheltenhamgiftcard.co.uk

A customer can check their balance at www.getmybalance.com

To sign up to accept the gift card, or get help with processing a payment with the card, call 01242 571123 or maria@cheltenhambid.co.uk

VISIT CHELTENHAM

The BID works closely with Marketing Cheltenham. All BID retail and food and drink businesses can have a directory listing at www.visitcheltenham.com. You can also advertise your events for free at www.visitcheltenham.com/whats-on/add-your-event

TIDY UP CHELTENHAM

01242 571123 or
belinda@cheltenhambid.co.uk

Our ongoing campaign to work with businesses and the local authorities to make Cheltenham a cleaner place.

DISCOUNTED CAR PARKING – CITIPARK

01242 571123 or
maria@cheltenhambid.co.uk

Staff of Cheltenham BID businesses can park in the John Lewis & Partners car park at reduced rates.

DISCOUNTED BUS TRAVEL – STAGECOACH

01242 571123 or
belinda@cheltenhambid.co.uk

Staff of Cheltenham BID businesses can travel at reduced fares with weekly or monthly passes.

BID AWARDS

Nominate businesses or staff for the annual BID awards across 10 categories every January and February – www.cotswoldlifebidawards.co.uk

BUSINESS SAVINGS

LOGICAL UTILITIES COMPANY

0845 113 0125 or
info@logicalutilities.co.uk

Quote: “Cheltenham BID Consortium”

Save on your electricity bills in this exclusive scheme for Cheltenham BID businesses.

PAYMENTSSENSE

07848 452990 or
james.roberts@paymentsense.com

To make savings on your merchant service fees.

SUPPORT SERVICES

CHELTENHAM SAFE

01242 252626 or
info@cheltenham-safe.org

Business crime reduction scheme

covering retail (Daysafe) and businesses operating within the night-time economy (Nightsafe).

TRADE WASTE

01242 262626 or
cleansing@cheltenham.gov.uk

Your contractor:

.....
(add contact details)

ROUGH SLEEPERS, STREET PEOPLE AND BEGGING

solace@cheltenham.gov.uk or
belinda@cheltenhambid.co.uk

Please refer homeless people to Streetlink at www.streetlink.org.uk

Anti-social behaviour and shoplifting: Call 101 or
101@gloucestershire.police.uk

ENVIRONMENTAL

Report cases of anti-social behaviour including littering, graffiti and fly-posting direct to the Town Centre Team.

Simply fill in a form at
www.cheltenham.gov.uk/report-it

For advice on business matters such as your duty of care documents or waste concerns
community.protection@cheltenham.gov.uk

STREET CLEANING

Report issues such as vomit or broken glass on the public highway to 01242 262626 or
cleansing@cheltenham.gov.uk

LICENSING

01242 262626 or licensing@cheltenham.gov.uk or visit
www.cheltenham.gov.uk/licensing

Apply online for a range of licenses to permit activities such as selling alcohol, providing entertainment or operating in the street.

IN AN EMERGENCY

999 – The emergency number to call if someone needs medical assistance to save their life.

111 – The NHS number to call when you need medical help fast but it's not an emergency.

The Accident & Emergency Department is located at Cheltenham General Hospital.

Anti-terrorism hotline **0800 789 321**.

Defibrillators – there are three defibrillators accessible 24-hours-a-day in former phone boxes on The Promenade by Café Rouge, on Montpellier Walk opposite Bakers Fine Jewellery and on Montpellier Street outside Soho Bar / Montpellier Wine Bar.

BID ambassadors are first aid qualified.

CHELTENHAM TOURIST INFORMATION CENTRE

01242 387492 or
info@cheltenhamtrust.org.uk

The Wilson, 51 Clarence Street,
Cheltenham GL50 3JT

PARTNERS

Cheltenham Business Forum
01789 330 003 or **07966 512573**

Cheltenham Chamber of Commerce
01242 252626

Cheltenham Civic Society
01242 524632

Cheltenham Festivals
01242 850270

Montpellier Association
07557 767592

Looking to grow your business?

Contact the Gloucestershire Growth Hub for free help and advice – **01242 715400** or visit www.thegrowthhub.biz