



Professional Association of Self-Caterers UK

COVID GUIDELINES NEWSLETTER

19 March 2021

Issue 50

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SUPPORT GUIDELINES

We get 200+ emails a day, plus 40+ phone calls, so we have to reiterate the support rules please.

- **Paid up** Members get phone and email support. Please put property name in Subject line
- Non-Member emails will get dealt with after Members emails
- We cannot respond to questions on Facebook and Linked in
- Please read the most recent Newsletter before calling/emailing
- Recent Newsletters are on the website

The email address to use in chair@pascuk.co.uk

Many thanks, your support with this would be much appreciated.

PASC UK SOCIAL MEDIA

Please follow PASC on Twitter [@PascUK](#)
Please on Facebook [@pascukltd](#)

This is where the latest news between newsletters gets posted.

COMMENTARY

Been a busy week, more details on Road Maps emerging as well as what may well be the last rounds of support grants if we can open and remain open. There are still many unanswered questions, which we are chasing for responses on, but they are slowly getting less.

We are slightly concerned by the recent Covid data, all the Governments have said that dates are under review, and that they will be led by the data, and those early opening dates in England and Wales, which are both subject to final review will be under more pressure than a week ago.

The Restart Grants in England and Scotland for Business Rated properties are pretty generous. The same cannot be said in Wales. The vagueness of the Scottish and Welsh Road Maps, around dates and groups sizes is also very unhelpful, as it makes it impossible for any hospitality business to plan.

We will though start to look ahead over the coming weeks, we will put a checklist in next weeks newsletter of things to do in the weeks approaching re-opening and we will run webinars that focus on business improvement. We will also launch the new PASC UK website, with its Members Section and Members benefits.

We will though continue to have to battle away against anything that affects the ability of our sector to re-open and recover. At the weekend there was an extremely unhelpful article in the Telegraph about 'spread booking'. This where customers take advantage of flexi cancellation terms and book multiple holidays, and choose one at the last minute, cancelling the others. This caused quite a furore on Twitter.

This was prevalent last year for the restaurant sector and has now graduated to accommodation. We all need to check our cancellation policies.

For most of us the medium-term picture is improving as we near re-opening. It was only a month ago that the tunnel wasn't even in sight, and now we at least we can see some light at the end of it. We still have an opportunity to have a good year overall as long as we can get going properly in May/June.

Most feedback on 12 April – 16 May in England is that it is pretty thin, only one household and nowhere really for them to go, and the kids in school, limiting the market still further, so most activity in England post 17 May. In Wales, they might be allowed to open early, but it's a false dawn, one household only, 95% of their visitors come from England, and they're not allowed into Wales until the 12 April at the earliest, so thin pickings there too.

It's definitely the time to be checking the properties and making them the best that they can be. This is also the time to check and update your websites and where you list your properties, so they are presented in the best possible manner.

We have everything crossed that the next week does not throw any spanners in the works and wish you all the very best with your preparations for re-opening.

UPDATE ON GRANTS SURVEY

We will be publishing the report on Grants next week, thanks to all who provided their information. The initial findings show that the Business Rates based Grants are largely getting through. However, the Council Tax based grants are the complete postcode lottery that we thought they were.

The lobbying pressure on Councils to get their act together on the Council Tax based Grants is growing, the Tourism Minister Spoke in the House of Commons on the subject.

Latest figures show that Councils in England have distributed less than 15% of the money that they were given to support hospitality and retail businesses. Utterly appalling.

The report data will help maintain momentum in trying to get a better outcome.

PASC UK SELF-CATERING WEBINAR PROGRAMME AND RECORDINGS

Two new webinars announced this week and more to come before re-opening. Please let us know if there is anything that you would like to see covered.

Next Webinars

We hope to have webinars covering re-opening, getting guest ready, and ghosting of properties, plus the futures one mentioned below.

How to become an Accessible Business and Why?

Join the PASC Accessible Tourism webinar

The Professional Association of Self-Caterers (PASC) and VisitEngland will hold a webinar on 24 March from 11–12.30. Find out from a panel of experts about the market opportunity and how to become a more accessible business. The panel will bust common myths and answer your questions to help you plan for a more inclusive reopening.

Register now



Why should you consider getting involved in the Accessible market? Find out from a panel of experts about the market, what you can expect, what is the financial impact, what you need to do, and how to go about entering this sector.

Key points to consider:

- Market worth £3.2 billion in overnight stays
- Make up 15% of overnight stays
- The guests spend more per night and stay longer

The team will present the market opportunity, the how to's and the benefits, followed by a Q&A session to the whole panel

Date: 24 March

Time: 1100 - 1230

To register click here: <https://bit.ly/388ErHj>

Agenda

- Intro: Alistair Handyside, Chair PASC UK
- The Market Opportunity: Ross Calladine, Head of Business Support VisitEngland.
- Accessible does not mean design compromise: Diane Howarth, Cottages in the Dales.
- Marketing the accessible product: Beth Bailey, Kernock Cottages.
- Impact on the bookings: Robert Kennedy, Director SuperControl.
- The National Accessible Scheme: Annette Burgess, Regional Operations Manager, VE Assessments.
- Panel Q & A

Future Webinars

Free Webinar on 'Self-catering Futures'

Date: 7th April

Time: 1600-1730

Booking link will be available next week

We are poised to have a really busy summer this year, as most will not be able, or perhaps willing, to go abroad. What can we do with our businesses to win over these new customers long term? How can we increase our repeat customers as we head towards a really competitive landscape in 2022/2023 when the international markets open up?

Recordings of Webinars

Touch Stay Free Webinar

Touch Stay have organised a webinar to share short term lettings successes during the pandemic.

Date: Broadcast 16 March 2021

Time: 5pm

Recording can now be viewed here: <https://touchstay.com/pandemic-self-catering-success/>

Come meet, listen to and chat with four industry professionals who will share stories of happy guests and accommodation professionals during Covid.

Hosting success stories

Tips and tricks gleaned from different countries

How their organizations supported their members during the pandemic crisis

What can self-catering/vacation rental owners do to make 2021 a success and help 2022 sell itself

Panellists:

- Alistair Handyside (Chair, PASC UK; Owner of Higher Wiscombe)
- Merilee Karr (Chair, Short Term Accommodation Association; Founder & CEO, UndertheDoormat)
- Dave Krauss (Founder & Exec., Rent Responsibly)
- Alexa Nota (Founder & Exec., Rent Responsibly)

“Pros and Cons of Self-catering Agents or Going Direct?”

Recording can now be viewed here: <https://youtu.be/491JitUxBOs>

Date broadcast: Wednesday 24 February 2021

Time: 1500 -1630

This webinar featured the pros and cons of both the self-catering agency route and of taking your bookings direct. Plus, it also features the Q&A on the Road Maps

“Chargebacks”

Recording can now be viewed here: <https://youtu.be/OhR2Q3Dbxes>

Date Broadcast: Wednesday 17 February 2021

Time: 1500 -1630

Avoid them (why they occur, how to minimise the probability).
Understand what they are, the variants, and what to expect.
Be competent and efficient at dealing with them.
Put a good case together to win a dispute.

UPDATED OPENING GUIDANCE IN ENGLAND

The Government has updated guidance on opening. It's pretty straightforward.

Covers updating your Risk Assessments, (a must do) cleaning, ventilation and more. It also says that we need to continue to display QR Codes, we'll put an update on that next week.

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>

GRANTS UPDATE IN ENGLAND = GRANTS CLOSING DATES

The Government has announced closing Dates for Grant Applications to the various grants. You must therefore get your Grant applications in prior to these dates. (These are the Grants for business on the Business Rates list).

They are:

LRSB (Closed)

National lockdown, 5 November 2020	31 March 2021
National lockdown, 5 January 2021: first payment cycle, 5 January to 15 February	31 March 2021
National lockdown, 5 January 2021: second payment cycle, 16 February to 31 March	31 May 2021

LRSB (Sector)

Closing Date - 31 March 2021

LRSB (Open)

Closing Date – 31 March 2021

Closed Businesses Lockdown Payment

Closing Date - 31 March 2021.

ENGLAND RESTART GRANTS. THE DETAILS

The details of the Restart Grant for hospitality have been published and the amounts are more generous than we anticipated.

This is what it says:

14. The Restart Grant will also support hospitality, accommodation, leisure, personal care and gym business premises with one-off grants of up to £18,000 in Strand Two of the Restart Grant. The following thresholds apply for these businesses:

- a. Businesses occupying hereditaments appearing on the local rating list with a rateable value of exactly £15,000 or under on 1 April 2021 will receive a payment of £8,000.
- b. Businesses occupying hereditaments appearing on the local rating list with a rateable value over £15,000 and less than £51,000 on 1 April 2021 will receive a payment of £12,000.
- c. Businesses occupying hereditaments appearing on the local rating list with a rateable value of exactly £51,000 or over on 1 April 2021 will receive a payment of £18,000.

List of eligibility...

Accommodation (up to £18k)	Caravan parks	Holiday apartments,
	Caravan sites and pitches	cottages or bungalows
	Chalet parks	Campsites
	Coaching inns	Boarding houses
	Country house hotels	Canal boats or other
	Guest & boarding houses	vessels
	Hostels	B&Bs
	Hotels	Catered holiday homes
	Lodges	Holiday homes

The Government has excelled this time finding even more descriptors for our sector, it must be over a dozen now, suffice to say that self-catering is included from the outset this time.

It is highly likely that we will have to apply for these grants, and have to fill in additional declarations, this is because of the level of fraud taking place. This is not a hardship when Grants of between £8,000 and £18,000 are being handed out.

Full details of the Grants and Guidance are available here:

<https://www.gov.uk/government/publications/local-restrictions-support-grants-lrsg-and-additional-restrictions-grant-arg-guidance-for-local-authorities>

To find your Council website, and keep track of Grant announcements in your area use this tool:

<https://www.gov.uk/find-local-council>

ENGLAND COUNCIL TAX BASED GRANTS ARG (NON-BUSINESS RATES)

Additional Restrictions Grants (ARG) Update

The ARG guidance has been updated to include the additional £425m announced in the Budget. This funding is to be allocated from 1 April 2021. While the conditions for the new ARG round are essentially the same as previously, it is worth noting that previous guidance for the Additional Restrictions Grant indicated that businesses must have been trading before relevant restrictions were introduced in order to be eligible. This is no longer the case. All businesses that are trading and meet other eligibility criteria may apply to receive funding under this scheme. There is no starting date from which businesses must have been trading in order to qualify for grant funding.

It is also worth noting that Local Authorities have until 30 June 2021 to prove that they have spent or made a validated attempt to spend 100% of their first two ARG allocations. This is to speed up the allocation of the existing £1.6bn in ARG funding as only around 12% of this was spent when the last figures were published.

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/970687/RESTART_UPDATE Additional Restrictions Grant - LA guidance 170321.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/970687/RESTART_UPDATE_Additional_Restrictions_Grant_-_LA_guidance_170321.pdf)

The guidance on the ARG grant has been updated to specifically include tourism and events businesses that are not eligible for other grants. This should help many of you (see Grants Survey update) who have so far been able to access these Grants. This is what the Government says....

Local councils have the freedom to determine the eligibility criteria for these grants. However, we expect the funding to help those businesses which – while not legally forced to close – are nonetheless severely impacted by the restrictions.

This could include:

- *businesses which supply the retail, hospitality, and leisure sectors*
- *businesses in the tourism and events sectors*
- *business required to close but which do not pay business rates*

<https://www.gov.uk/guidance/check-if-youre-eligible-for-the-coronavirus-additional-restrictions-grant>

GENERAL WALES UPDATE

In Wales self-caterers used to be able to join WASCO (Wales Association of Self-Caterers). Unfortunately, WASCO is no longer offering Membership and support. PASC UK has worked closely with WASCO and the Wales Tourism Alliance, to step in and carry the mantle for self-caterers in Wales.

This is a critical time for Welsh Self-Catering, with both Government and County level Reviews and Consultations underway focussed on the self-catering sector, heavily influenced by the words 'second homes'.

What steps are we taking?

PASC UK agreed with WASCO that we would offer ex WASCO Members half price Membership of PASC UK for their first year, originally this offer was to expire at the end of February. Approximately half of the WASCO Members have now joined, so we are going to extend the offer until the end of April. When joining just quote WASCO and these prices will be applied.

Single Property £35.00

1 – 4 Units £62.50

5 – 10 Units £100

10 + Units £150

Agents in Wales £200

We have joined the Wales Tourism Alliance since 1 January as full Members and are active in directly lobbying Government. We are working collectively on a response to the Welsh Government consultation in the sector.

Here is the written statement from the Welsh Government:

<https://gov.wales/written-statement-second-homes-wales>

Here is the full paper, it's 85 pages long and we will try and summarize over the coming weeks.

<https://gov.wales/second-homes-developing-new-policies>

We will be discussing this paper as the main agenda item at the Wales tourism Alliance Board next week.

Lastly, we are looking to add someone to our team from Wales and hope we make an announcement on this in the next month.

WALES GRANTS UPDATE.

Just as we went to press last week the First Minister announced the Road Map and these Grants. To say that we are disappointed with grant amounts is an understatement, one question only, why are they less than in England? On what level is that acceptable? Welsh businesses have been hit just as hard as their English counterparts. We will be asking the question. This is what they have announced.

A further £150 million has been made available to support Welsh businesses in dealing with the continued impact of the coronavirus pandemic.

Last week, the Welsh Government said the funding would be confirmed pending today's regulations review.

The additional support will help businesses in the hospitality, tourism, leisure and non-essential retail sectors that pay non-domestic rates and will operate as a top up to the Restrictions Business Fund.

This will see an eligible business with a rateable value of under £12,000 receive an extra £4,000 grant payment.

Firms with a rateable value of between £12,001 and £500,000 will receive £5,000.

The funding, which will help businesses with their costs up to 31 March, will be available to firms regardless of the number of employees and ensures micro businesses benefit from the support.

Businesses that pay non-domestic rates and have already received a payment since the firebreak in October do not need to take action. However, businesses that have not registered with their local authority, should take action now to ensure they receive the financial support they are entitled to.

Today's announcement builds on the rates holiday for eligible businesses in the retail, leisure and hospitality sectors in Wales which has been extended for a further 12 months.

Find out more on the <https://businesswales.gov.wales/coronavirus-advice/> and use the criteria tool to check your eligibility before applying.

ROAD MAP IN WALES

There is insufficient clarity for businesses, and it looks like the Welsh Government will be leaving final confirmations to the last minute, as they did throughout 2020.

Here are the headlines...

The stay-at-home restrictions will be replaced by a new interim stay local rule in Wales from Saturday 13 March as part of a package of measures, beginning the process of unlocking the strict coronavirus regulations, First Minister Mark Drakeford has announced.

The return of children to face-to-face learning in school will continue to be prioritised but there will also be a gradual and phased approach to relaxing restrictions in other parts of society.

The new stay local rule will mean people can leave their homes and travel within their local area – usually within five miles. Local outdoor sports facilities will also be opened.

The five-mile rule of thumb will be set out in guidance – people living in some parts of Wales, especially rural areas, may need to travel further than five miles to access shops and other public services.

From Saturday 13 March:

- No more than four people from two households will be able to meet in their local area outdoors, including in gardens. Children under 11 and carers do not count towards this limit. There must be no indoors mixing and social distancing should be followed.
- Outdoor sports facilities can reopen, including tennis courts, golf courses and bowling greens. A maximum of four people from two households can take part in activities using local sports facilities.
- Indoor care home visits can resume for one designated visitor, with the permission of the care home.

From Monday 15 March:

- All primary pupils and those in qualifications years will return. Schools will have the flexibility to bring in year 10 and 12 pupils, to support them to progress to the next stage of their learning, and more learners will return to colleges. There will also be flexibility for in-school check-ins for all other pupils. All learners will return after the Easter break.
- Hairdressers and barbers can reopen by appointment only to cut hair.

From Monday 22 March:

- The first steps to re-open non-essential retail will begin. Restrictions on the sale of non-essential items will be lifted for those shops, which are currently open.
- Garden centres will also reopen.

During the third week of the review period, we will take stock of the latest evidence before confirming changes for the Easter holidays. **If the public health conditions continue to be favourable, from 27 March:**

- The stay local restrictions will be lifted to allow people to travel within Wales.
- **Self-contained holiday accommodation will re-open for one household.**
- Organised children's activities outdoors will restart.
- Libraries will reopen.

The review on 1 April will consider whether all remaining shops and close contact services can reopen on the 12 April. This is in line with planned re-opening in England.

DEFINITION OF SELF-CONTAINED ACCOMMODATION IN WALES & OPENING DATE.

Much clearer definition than England, tentatively from the 27 March, subject final review on 25th March, so really nowhere near enough notice....here goes... and no guests from England until at least the 12 April.

Self-contained accommodation includes:

- Hotels and other serviced accommodation (e.g. B&Bs, hostels, etc.) that do provide en-suite rooms and can provide room service meals.
- Other accommodation that is entirely self-contained (e.g. self-catering cottages, apartments, etc.)
- Glamping or any other accommodation with ensuite shower/bath, WC and kitchen facilities
- Holiday caravans, Touring caravans (including seasonal), motorhomes and campervans where they have their own on-board shower, WC and kitchen facilities

And there's more.....

- Caravan & Touring Sites will need to ensure the strict application of industry guidance on shared waste disposal and water points.
- All shared facilities, aside from water and disposal points will remain closed including toilets, shower blocks, laundry, nightclubs, swimming pools
- Bars, Restaurants and Cafes can operate a Take Away service only.
- Accommodation can only be let to members of the same household and their support bubble

VISITING SECOND HOMES IN WALES

Finally, guidance on visiting a remote letting property in Wales...

Q: - Can I travel to and from my second home or holiday home to prepare it to rent to other people?

A: - Travel in and out of Wales is not permitted unless there is a reasonable excuse. Travel within Wales is also limited to within the local area. Therefore, people should not be travelling outside of their local area unless they have a reasonable excuse.

However, in light of the plans to reopen self-contained accommodation in Wales on 27 March, we recognise that owners may need to check, inspect, or maintain their property in preparation of accepting bookings. We would encourage this activity to be undertaken by someone locally if possible in order to minimise travel outside of the local area. If this is not possible, then you are permitted to travel for these preparation purposes only. You, or anyone acting on your behalf, must not stay overnight at the property.

The same rules apply to caravans, boats and other temporary accommodation.

It's from here: https://gov.wales/alert-level-4-frequently-asked-questions?fbclid=IwAR3JtEkIEFquJRztb6dMVHo3_GU1K_Oju1Xx5P6tixRt389GDi4DTLwb-80#section-58340

WALES TOURISM FAQ's

Useful set of Questions and answers here. We understand that this gets updated so worth revisiting.

https://gov.wales/alert-level-4-frequently-asked-questions?fbclid=IwAR3JtEkIEFquJRztb6dMVHo3_GU1K_Oju1Xx5P6tixRt389GDt4DTLwb-80#section-58340

SCOTLAND GRANTS UPDATE

We have received this update from our colleagues at the ASSC (Association of Scotland's Self-Caterers). This will apply to self-caterers on the Business Rates list. If you are in Scotland and on Council Tax, scroll down to the repeat section on Grants in Scotland.

These grants are very comparable with the English Grants, unlike in Wales, so this welcome.

The Strategic Framework Business Fund (SFBF) provided grants to businesses that were required to close by law or to significantly change their operations due to COVID-19 restrictions from 2 November 2020.

This fund will close to new applicants on 22 March 2021.

The final four-weekly payment will be made on 22 March 2021. As in previous months, this will consist of:

- £2,000 for businesses with a rateable value up to £51,000
- £3,000 for businesses with a rateable value of £51,001 or above

On 19 April 2021, all businesses currently in receipt of support through the Strategic Framework Business Fund on Non-Domestic Rates will automatically receive a combined final 2-week supplement and a one-off restart grant to help them reopen:

- Hospitality and leisure businesses in receipt of SFBF will be eligible for grants up to £18,000 based on rateable value:
 - for properties with a rateable value of £15,000 or under: £9,000 (£8,000+£1,000)
 - for properties with a rateable value between £15,001 and £51,000: £13,000 (£12,000+£1,000)
 - for properties with a rateable value of £51,001 or over: £19,500 (£18,000+£1,500)

PASCUK strongly recommends that Scottish Readers access the ASSC website for information that will follow on this Grant and join the ASSC in Scotland. <https://www.assc.co.uk>

SCOTLAND ROAD MAP

Here's the timetable.... Edited to show relevant points for our sector.

2 April

Lifting the 'Stay at Home' requirement and replacing it with a 'Stay Local' message (retaining the current, local authority-based travel restrictions for at least a three-week period)

5 April

We will continue to monitor closely this encouraging data. Assuming that all goes well, our next significant milestone for easing restrictions will be 5 April, when we plan to ease a wider range of current restrictions in level 4 areas (some of these activities/settings are already permitted/open in Level 3 island communities) including:

- reopening of non-essential 'click and collect' retail
- extending the list of retail permitted open

The prohibition of in-home socialising will continue to be kept under review at this date.

12/19 April, depending on term times

- all children back to school full-time

26 April

Subject to supply, by mid-April, we plan to have offered the vaccine to priority vaccine groups 1-9, based on the Joint Committee for Vaccination and Immunisation advice for protecting the most vulnerable in our population. Assuming the data allows it, we expect a more significant reopening of the economy and society from 26 April. This will likely include the following easings (some of these activities/settings are already permitted/open in Level 3 island communities).

- extending outdoor socialising to permit up to 6 people from up to 3 households to gather
- allowing 12-17 year olds to meet outdoors in groups of 6 from up to 6 households
- travel within all of mainland Scotland permitted (subject to other restrictions that remain in place)
- remaining shops can reopen and mobile close contact services can resume
- gyms and swimming pools can reopen for individual exercise
- tourist accommodation to reopen (self-catering accommodation to be restricted in line with rules on indoor gathering)
- weddings and funerals for up to 50 (including wakes and receptions with no alcohol permitted)
- libraries, museums, galleries re-open
- outdoor hospitality to open till 10pm with alcohol permitted. Indoor hospitality permitted without alcohol and closing at 8pm
- social mixing in indoor public places will be subject to current maximum of 4 people from up to 2 households

The prohibition of in-home socialising will continue to be kept under review at this date.

17 May

Three weeks on from the publication of the last update, and given the progress with the vaccination programme and what we have learned about its impact on reducing transmission of the virus, we are now in a position to add a new indicative date for further easing of restrictions. From 17 May we hope to introduce the following easings:

- re-introducing in-home socialising for up to 4 people from up to 2 households
- further re-opening of hospitality: bars, pubs, restaurants and cafes can stay open until 10.30pm indoors with alcohol permitted and 2 hour time-limited slots and until 10pm outdoors with alcohol permitted
- cinemas, amusement arcades and bingo halls can re-open subject to capacity constraints
- small scale indoor and outdoor events can resume subject to capacity constraints (to be confirmed following stakeholder engagement)

Early June

- up to 6 people from up to 3 households can socialise indoors in a home or public place
- up to 8 people from 3 households can socialise outdoors.
- hospitality can remain open until 11pm
- attendance at events can increase, subject to capacity constraints

From end of June

- up to 6 people from up to 3 households can socialise indoors in a home or public place.
- a phased return of some office staff
- events increase numbers subject to capacity constraints
- increased numbers at life events and places of worship subject to stakeholder engagement

Full details are here: <https://www.gov.scot/publications/coronavirus-covid-19-timetable-for-easing-restrictions/pages/timetable/>

Watch for updates on the PASC UK Facebook page.

VISITING SECOND HOMES IN ENGLAND

(Sorry, no update in this in Scotland yet)

We managed to get a small update on visiting second homes, still clear as mud...it came from DCMS and can be regarded as official. We are seeking clarification on the overnight bit as it does not say anything about that.

Q: From 29 March: When the stay-at-home rule is lifted, are people allowed to travel to visit/maintain/collect belongings from their caravans on parks although the holiday park

would be closed by law? And can owners of a self-catering property visit it ahead of reopening in Step 2 for cleaning and maintenance?

A: From 29 March, people are permitted to travel to visit, maintain, clean and collect belongings from their self-catering properties and their caravans on parks which are currently closed, but people should minimise travel where possible.

We have discussed this with the Tourism Alliance and our take is as follows:

- At the moment, people are legally able to travel and stay away from home for work purposes (one could well argue that maintaining and preparing your business property for customers is a work purpose).
- The Cabinet Office Guidance (which is guidance rather than the law) provides more detail in relation to this by specifying that self-catering operators are able to visit their properties for these purposes from 29th March
- We would therefore take it that operators can visit and stay over in their properties for these work reasons from this date.
- However, this really must be for work purposes, which would not extend to taking the whole family to a second home and have a break from lockdown.

QUESTIONS ABOUT SELF-CONTAINED ACCOMODATION AND SHARED ENTRANCES

Unfortunately, we have not managed to get any further clarity on this... we are still pressing.

Current position....

Main outstanding question of the week remains around the shared entrances issue. Note this only applies to the period from 12 April, to 16 May in Step 2.

We have been told that the Govt will ask questions around the 29 March Step One date first. In our view the current wording says that you cannot....

It now says... "Self-contained holiday accommodation in which all facilities (including for sleeping, catering, bathing, and indoor lobbies and corridors for entry and exit) are restricted to exclusive use of a single household/support bubble will reopen."

Many of you are reporting that large numbers of properties are ignoring this and accepting bookings anyway.

PASC UK cannot tell you that it's fine to go ahead, each business must make its own call. We're pretty sure that the entrance bit was included in the guidance to stop hotels and B&Bs offering room only bookings and deeming each room to be self-catering. (and then offering bar and meal services meaning that it effectively opens serviced accommodation on the 12th April, which is NOT part of the Road Map.) Bear in mind every Residents Association who don't want this to happen are lobbying against opening on 12 April.

However, many are choosing to open on the 12th, and this does come with a substantial element of risk attached, as we have asked the question, we may get a specific, no absolutely not, or we might get Ok under certain circumstances. Impossible to tell and impossible for you as operators.

If you decide to go ahead then as an absolute minimum, you should check with your insurance company that they will provide cover, and a suitable Risk Assessment put in place for the entrance.

UPDATED GUIDANCE ON RE-OPENING IN ENGLAND

WEDDINGS UPDATE PRE 17 MAY-PERIOD

This week the Working Safely with Coronavirus guidance was updated to take into account Stage 1 relaxations. Both sets of guidance stated:

Weddings/civil partnerships and funerals: Weddings and civil partnerships are only permitted in exceptional circumstances. You should check the guidance on wedding and civil partnerships receptions and celebrations and funerals and ensure you follow any relevant measures. You can find more information in the section on meetings and events.

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>

However, on 16 March the UK Weddings Taskforce came out with a statement saying that they have been told that from 12th April to 17th May, weddings can only be held in “places of worship, public buildings, locations and outdoor settings that are already permitted to open”

<https://ukweddings.org/updates/statement-16-03-21>

It also says... We have now received confirmation that weddings and receptions are only permitted for 15 guests between 12th April and 16th May in: places of worship, public buildings, locations and outdoor settings that are already permitted to open. This does not include the vast majority of England’s licensed wedding venues where over 70% of weddings take place.

UK Weddings are lobbying as to why the Weddings Guidance has not been updated almost four weeks after the Road Map was announced.

EV CHARGING UPDATE, GRANTS AND SURVEY

Mixed news this week the Governments plans to roll out more Electric vehicle charging points. On one hand they gave cut the grants available when you buy an electric vehicle and on the other they are providing a small grant to accommodation providers.....

The Cuts

This from Honest John...

The Government has cut the plug-in car grant by £500. It has also reduced the maximum price cap, which means only cars priced £35,000 or less will qualify for the grant. The changes come into effect immediately (18 March).

The plug-in car grant allows buyers to claim a Government subsidy when they purchase a new electric car, with the grant automatically deducted from the list price of the vehicle by the dealer.

The decision to cut the plug-in car grant from £3000 to £2500 has been labelled as "wrong" by Mike Hawes, chief executive of the Society of Motor Manufacturers and Traders (SMMT) and comes at a time when new car sales are struggling amid showroom closures forced by the coronavirus pandemic.

Rest of article: https://www.honestjohn.co.uk/news/green-motoring/2021-03/plug-in-car-grant-reduced-from-gbp3000-to-gbp2500/?utm_medium=email&utm_campaign=Newsletter%2018%20March%202021&utm_content=Newsletter%2018%20March%202021+Version+B+CID_50b969f215ffdc2449c431fb0bae4275&utm_source=campaign%20monitor&utm_term=Read%20more

The Grants

Got news this week of a possible grant for EV chargers for accommodation providers in England. We need to find out if this will also apply to Scotland and Wales and have asked this question.

Initial thoughts on grant scheme are that the amount is actually quite low, in many cases the positioning of the charger means that some external/underground cabling may be necessary, and we would expect many electrical installers to put up their prices when they hear that grants are about.

The original OZEV (Office for Zero Emission Vehicles) scheme is being extended so that small accommodation can also apply for grants.

This was the original scheme...

<https://www.gov.uk/.../support-for-small-businesses-landlords...>

This will be extended to offer up to £350 per socket for EV chargers at accommodation providers. OZEV are asking if you can complete the short survey below which will help to inform Government policy in this area. The survey contains more details of the proposed grant in the introduction. Don't worry that the headline says hotels. The deadline for responses is midnight on 4th April 2021.

We have just done it, irritating that it does not have a box for self-catering, so we have to rick hotels or similar 😞 Took us 4 minutes to bash through it.

<https://www.smartsurvey.co.uk/s/EIS4J4/>

PASC UK will shortly be publishing a paper on the pros and cons of EV Charging at Self-Catering.

BUSINESS SHOW ROUNDS

One clarification from DCMS that has come through today is that, from March 29, visiting a business event venue for the purpose of viewing the venue for a future booking for a work-based event is permitted if this cannot be reasonably done from home (Covid Secure Safety guidelines must be adhered to while doing this). Viewings where there is not a permitted exemption for work purposes or otherwise, should not be taking place in closed venues at this time.

In practice that means venue viewings for leisure activities is being treated differently to venue viewings for business activities as the former is restricted while the latter is permitted under the current guidelines. This means that a show round for a conference or meeting is allowed but a show round for a leisure trip or a wedding is still not allowed.

£500 PAYMENT UPDATE

The Government has updated the guidance associated with the one-off £500 payment that is being made to households that receive tax credits. The update is to clarify that the payment is non-taxable and will not affect benefits. It does not need to be declared as income for Income Tax Self-Assessment or for tax credit claims and renewals.

<https://www.gov.uk/guidance/new-one-off-500-payment-for-working-households-receiving-tax-credits>

CLEANING PROTOCOLS UPDATE

We have had several questions about what impact, if any, do the new Covid variants have on the Self-Catering Cleaning Protocols. (Available free on www.pascuk.co.uk).

The answer is that the new variants are still 'enveloped viruses' so anything that is EN14476 certified, which is the same as before, will still work, so no need to change if you are using the correct one in the first place.

We will refresh the Protocols shortly just to be sure that they are ready for re-opening.

LEGIONELLA

Legionella is the big risk. No more than a week before having your first guests back in you must do a flush and clean through of the water systems. Water that has been standing, in many cases luke-warm, is a far greater risk to your guests in your property than Covid is. You can download from the website an easy-to-use short guide on what you need to do to deal with this.

UPDATED FINANCIAL SUPPORT FINDER

The government's online tool for helping businesses find what financial support they are entitled to has been updated in line with recent changes to support announced in the budget

<https://www.gov.uk/business-coronavirus-support-finder>

GRANTS IN ENGLAND (REPEAT)

Extension of Local Restrictions Support grant to 31 March 2021

This Grant has been extended to cover the period 16 Feb - 31 March. If you received this Grant to cover the period 5 Jan - 15 Feb, you should automatically be eligible for this one.

Amounts:

- Up to £15,000 Rateable Value = £2001 for the 42-day qualifying restriction period
- Over £15,000 & under £51,000 Rateable Value = £3,000 for the 42-day qualifying restriction period
- Over £51,000 Rateable Value = £4,500 for the 42-day qualifying restriction period

Full Guidance here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/966852/20210304_Business_Support_Package_for_January_Lockdown_LA_guidance.pdf

You can find your Council website here: <https://www.gov.uk/find-local-council>

ARG Discretionary Additional Restrictions Grants

- An additional £425 million of discretionary business grant funding, on top of the £1.6 billion already allocated.

Whilst this good headline news for Council Tax paying readers, we know that this Grant is just not getting through, see Grants Scandal repeated below.

Guidance here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/966854/20210304_Additional_Restrictions_Grant_-_LA_guidance.pdf

As information becomes available it will also be published on your Council website.

You can find your Council website here: <https://www.gov.uk/find-local-council>

Remember, elected local councillors determine the eligibility criteria for these grants. If they do not include self-catering, their names are on your Council website, plus their contact details. Lobbying them locally does work, many are only elected with very small majorities, ask them to justify why they are not supporting you.

SEISS (Self-Employed Income Support Scheme)

- People whose turnover has fallen by 30% or more will continue to receive the full 80% grant.
- People whose turnover has fallen by less than 30% will therefore have less need of taxpayer support and will receive a 30% grant.
- The 4th grant will cover February to April, worth 80% of average trading profits up to £7,500.
- A 5th grant will be available from July.

GRANTS IN SCOTLAND (REPEAT)

This in from the ASSC (Association of Scotland's Self-caterers)...

Support for Small Accommodation Providers Paying Council Tax Fund

What does this involve?

The Support for Small Accommodation Providers Paying Council Tax Fund (SAP-CTF) is to support small accommodation providers in Scotland that pay council tax, including B&Bs, guest houses and **self-catering properties**, and which have been impacted by the coronavirus (COVID-19) restrictions.

Am I eligible?

This fund is for small accommodation providers in Scotland, including B&Bs, guest houses and self-catering business.

All B&Bs, self-catering businesses and guest houses that were previously supported by either the Bed and Breakfast Hardship Fund or the Creative, Tourism and Hospitality Hardship Fund are automatically eligible for support under this scheme. These businesses will be contacted by the local authority and invited to register for payment.

B&Bs, self-catering businesses and guest houses that have not previously been supported are also eligible to apply to this fund.

New entrants to the fund will need to meet the following eligibility criteria.

For self-catering businesses, the business will need to:

- Confirm that the business meets the definition of a self-catering property as defined in [The Council Tax \(Dwellings and Part Residential Subjects\) \(Scotland\) Regulations 1992\[1\]](#)
- Confirm that the applicant/business pays council tax
- Confirm that your business receipts represent a primary source of income (one third or more of earnings)
- Provide auditable data to support one of the following statements:
 - a) My property was occupied for more than 140 days in financial year 2019-20, or
 - b) Due to a poor trading season my property was not occupied for 140 days in the financial year 2019-20 but was occupied for more than 140 days in either of the 2 financial years preceding
- Confirm that you are not currently in receipt of COVID-19 related business grant support through the Strategic Framework Business Fund for the premises
- Provide evidence of business insurance
- Provide evidence of membership, accreditation, registration or listing with a recognised hospitality or tourism agency, representative body or marketing organisation, either national or local (for example, VisitScotland, Association of

Scotland's Self-Caterers, your local destination marketing organisation, AA, Quality in Tourism, etc). **Online booking platform listing alone is not accepted as evidence**

What does this cost?

This is a free service.

Who is this for?

This fund is for small accommodation providers in Scotland that pay council tax, including B&Bs, guest houses and self-catering properties.

How long does this take?

All B&Bs, self-catering businesses and guest houses that were previously supported by either the Bed and Breakfast Hardship Fund or the Creative, Tourism and Hospitality Hardship Fund are automatically eligible for support under this scheme. **These businesses will be contacted by the local authority and invited to register for payment.**

All business must be re-registered by 22 March 2021 to receive payment. Payments will be made as soon as possible once a business is registered.

Applications will open for new entrants to the fund on 16 March 2021 for all local authority areas. The fund will be open for one week and will close to applications on 22 March.

Payments will be made as soon as possible.

Important information

Payments will be made every four weeks from the start of January 2021. This will cover the period of Level 4 restrictions which came into effect from 26 December 2020, and the ongoing lockdown period as long as Level 4 restrictions are in place.

This grant is not retrospectively backdated to 2 November 2020.

Local authorities will identify and invite eligible businesses who were previously supported by either the B&B Hardship Fund or the Creative, Tourism and Hospitality Hardship Fund to register for payment. There is no need for these businesses to apply.

New entrants to the fund will be able to apply between 15 and 22 March 2021 and should verify that they can meet all the criteria set out above in advance of applying.

Next steps

Applications will open for new entrants on 15 March and close on 22 March 2021.

PASCUK strongly recommends that Scottish Readers access the ASSC website for information that will follow on this Grant and join the ASSC in Scotland. <https://www.assc.co.uk>

GRANTS IN WALES (REPEAT)

Business Rates

Good news: The rates holiday for the retail, leisure and hospitality sectors in Wales will be extended for a further 12 months.

Read the announcement in full here: <https://gov.wales/business-rates-holiday-extended-12-months>

There two grant statements from the Welsh Government, please can you take part in the grants Survey at the top of the newsletter, so many businesses in Wales have told us about being shut out of Grant support.

Additional Economic Resilience Fund Announced

The Welsh Government has announced a further £30 million for sector specific businesses affected by ongoing coronavirus restrictions.

The latest round of the Economic Resilience Fund (ERF) will be targeted at small, medium and large businesses in the hospitality, leisure, tourism sectors and related supply chain businesses.

The ERF Sector Specific Grant application phase 2 window opens Tuesday 9 March 2021 until 8pm on Friday 12 March 2021. For further information, and to access the eligibility checker, please visit <https://businesswales.gov.wales/news-and-blogs/news/additional-ps30-million-hospitality-leisure-and-tourism>

Possible Additional Grant for Business Rates based Businesses

It has also been confirmed that pending the outcome of the next review on 12 March, a further **£150 million in grants could be made available to firms**, including micro businesses, through the Welsh Government's Non-Domestic Rates (NDR) scheme if coronavirus restrictions are extended.

The Government in Wales provide an Eligibility Checker and Calculator.

<https://businesswales.gov.wales/coronavirus-advice/>

This will help you work out what support they can expect to qualify for in this latest round and to understand the detail they will need to make an application. **The Sector Specific Grant application phase 2 window opens Tues 9 March 2021 until 8pm on Friday 12 March 2021.**

OPENING IN ENGLAND (REPEAT)

In short:

Headlines

- There will be no Tier system – England will be treated as a single area.
- There will be four steps
- There will be at least 5 weeks between each step
- There will be a review of the Steps, each set of rules will be confirmed 7 days prior to Step changes

Step one – from 8th March

- All schools to open
- Stay at home order remains in place
- People can meet one other person outside for recreation

From 29th March

- People will be able to meet outside including in private gardens, subject to the rule of six, or provided no more than two households are meeting.
- People will no longer be legally required to stay at home but should work from home if they can and try not to travel.
- Outdoor sports facilities such as tennis or basketball courts and open-air swimming pools can reopen, and formally organised sports can restart.

Step Two - no earlier than 12th April

- **Self-catering will open for individuals or household/household bubble groups only.**
- Non-essential retail will open.
- Pubs and restaurants will begin to open for outdoors service, without curfew, and no requirement for people to order a substantial meal.
- Zoos, theme parks, and drive-in cinemas will open

Step Three - no earlier than 17th May

- Pubs and restaurants will open for indoor service
- **Two Households/Two Household Bubbles or Rule of Six indoors**
- Hotels, guesthouses and B&Bs will open
- Pubs and restaurants will open for indoor service
- Most restrictions outdoors will be lifted, subject to a limit of 30 people
- International travel will not resume before 17 May

Step Four - no earlier than 21st June

- All limits on social contacts will be lifted
- Large events and performances and weddings will be able to go ahead
- Nightclubs will open

Full details of the statement are here:

https://www.gov.uk/government/publications/covid-19-response-spring-2021?fbclid=IwAR2ywSMI7oBfkXBjQqxzcnX6yGrJOt6zf7R4aPXV_pvjqcQWhCbwbMXU2VI

Full opening guidance published here:

https://www.gov.uk/government/publications/reopening-businesses-and-venues-in-england?fbclid=IwAR1_VCOJJu9tV4_H4v9KWx8cL1MvPQ3BWv1aBoOfdiiEH8naonjtAskwO2O

Key questions being asked are as follows.

Swimming pools

No more shenanigans like last year, those of you with swimming pools will be able to open these on the same rota basis as last year.

Shared Facilities Generally

These include Laundries, games rooms etc. We see little chance that these will be allowed to open before the 17th May. Regarding these facilities, best make sure that the guests are informed now that these won't be available so as to avoid problems later.

Agency Members with high street shops

These can re-open in the 12 April.

What will our guests be able to do between 12 April and 16 May?

Outside eating at pubs and restaurants will allow use of loos
Visitor attractions can open on 12 April

Do we still need to have QR Codes or gather guest information?

We are still awaiting an answer on this and will put an update in the newsletter as soon as we know.

Group Sizes.

Households

The Government have reintroduced the Household/Household bubble. This has not changed from the rules last year.

Everyone seems to have their own interpretation of this as a guest, so that they can justify coming with friends and family and besties. Sadly, that's not how it works.

These are the actual rules:

In this guidance a household means:

- One person living alone
- A group of people (who may or may not be related) living at the same address and who share cooking facilities, bathrooms or toilets and/or living areas. This may include students in boarding schools or halls of residence who share such facilities
- A support bubble is a support network which links 2 households. You have to meet certain eligibility rules to form a support bubble.
- You can form a support bubble with another household of any size if:
- You live by yourself – even if carers visit you to provide support
- You are the only adult in your household who does not need continuous care as a result of a disability
- Your household includes a child who is under the age of one or was under that age on 2 December 2020
- Your household includes a child with a disability who requires continuous care and is under the age of 5, or was under that age on 2 December 2020
- You are aged 16 or 17 living with others of the same age and without any adults
- You are a single adult living with one or more children who are under the age of 18 or were under that age on 12 June 2020
- Once you're in a support bubble, you can think of yourself as being in one 'household'.

More here on this Link ...

<https://www.gov.uk/.../stay-at-home-guidance-for...>

Specific Making Support Bubble info below...

https://www.gov.uk/guidance/making-a-support-bubble-with-another-household?fbclid=IwAR2iEZZOfvXK4L7CVrDUoxz4sVQsQbi5EiWS7-iVw3K1I5gH9qEO_h64Krg

Rule of Six (UPDATE)

This comes back into play at Step 3 (subject to review).

We have been told not to expect any real change here, although the detailed rules on this have gone walkabout on the Gov.UK website,

Got this **further update** from DCMS.....

Q: Why is the rule now either 6 people or 2 households?

A: We will re-introduce the 'Rule of Six' outdoors from 29 March, as well as enabling larger groups to meet if they are from two households. A 'household' can include a support bubble where eligible. This rule allows either 6 people from different households or 2 households to gather. Applying either limit provides greater flexibility, recognising the different situations faced by families and individuals; two households will be more helpful for families, while the Rule of 6 is likely to help people in different households to reunite outdoors, including those living alone or in shared accommodation. Those eligible to form a support bubble will still be able to do so, enabling close contact for many of those in most need of support, and will continue to be counted as part of the same household.

What we are looking for is that under the Rule of Six, the group can comprise any mix, from six from one household to one from each of six household's, this is how we interpret it and what we expect.

I'm am sure that you will all have numerous and complicated pleas from guests to try and persuade you that they are a compliant bubble. We are not the Police; however, we do have to carry out reasonable due diligence to ensure our guests are compliant. This should protect you from invalidating insurance claims and overzealous officials.

CALL FOR EVIDENCE, INSURERS DEDUCTION BUSINESS RATE HOLIDAY FROM PAYOUTS

This feels like case of déjà vu. Several insurers who are paying out under Business Interruption and Denial of Access claims are trying to deduct the Business Rates holiday as a cost reduction.

If this is happening to you, please email us, stating Insurers name and policy. If needs be, we will reactivate the #justpayit campaign that resulted in insurers not being allowed to deduct grants from claims. send email to: chair@pascuk.co.uk

NEW MEMBER BENEFIT (MORE NEXT WEEK)

We have been asked many times if we are going to offer more Member benefits, mostly in the context of discounts for common products. We have got discounts for Members for SuperControl first year licences, Touch Stay first year licences but putting together a whole raft of offers was just beyond the current time and resources of PASC UK whilst we navigate the restrictions on the sector.

We have been introduced to a Buying Club by a PASC UK Member and have agreed to partner with them. This will only be available to Members. There will be no additional fee for Members to join the Club, nor will PASC UK receive any kind of kickback.

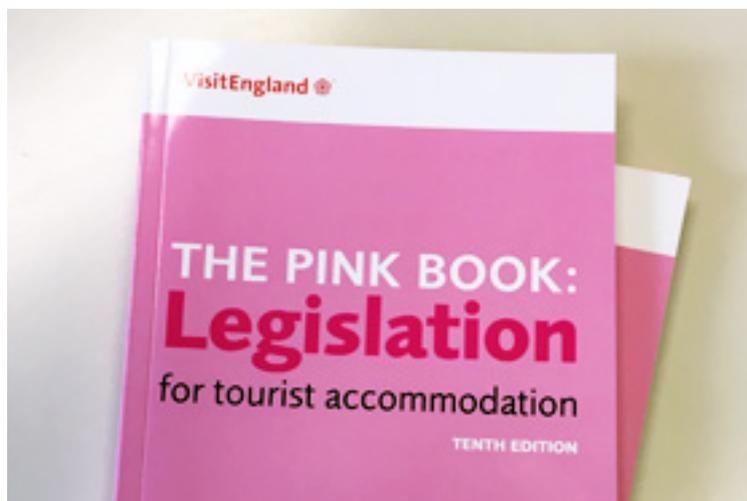
The list includes the following:

- 5% Screwfix Discount
- 10% B&Q discount
- Beds (Mattisons & Sleepzee)
- Bedding (Gailarde & Star Linen)
- Small appliances (Stearn Electrics)
- Janitorial & Cleaning (Pattersons & Alliance)
- Electric Vehicle Charging (ROLEC)
- Hot Tubs (Master Spa's)
- Card Processing (Worldpay)
- Outdoor Furniture (LeisureBench)
- Lighting (The Light Solution)
- Inventory & welcome packs (Pattersons)
- Sofa Beds (Hall & Letts)

Just looking at the Screwfix discount alone would pay for Higher Wiscombe's PASC UK Membership. We are just finalising the logistics of tracking PASC UK Membership with the Club and expect to launch in the next week or so.

NEW PARTNERSHIP WITH VISIT ENGLAND AND THE PINK BOOK

We are pleased to announce that PASC UK will be the sponsor for the Visit England Pink Book for the next two years.



The newly update Editions will be published in March, and we are sponsoring both the printed version and the online copy.

Printed versions will be sent to all PASC UK members, and online versions will be free to download. We will put a note in the Newsletter and on Facebook when the updated version is online.

The Pink Book is written by Kurt Janson, who also leads the day to day activities of the Tourism Alliance. Kurt is also a Board Member of PASC UK.

The book contains exactly what is says on the cover, all the rules and regulations for tourist accommodation and is written in clear terms, not jargon or legalise.

PASC UK believes, and has done from day one, that all paid for accommodation should be 'safe and legal' and PASC UK curates this wider campaign in the UK. Sponsoring the Pink Book is another step forward is seeing this happen.

BUSINESS RATES PAPER FINALLY UPDATED (REPEAT)

Many of you have been waiting for me to finish updating the Business Rates paper that enables you to make a self 'check' on your Business Rates Bill.

I have now finished updating it and will be working through responding to each of you with this.

Please bear in mind:

- The Business Rates Papers are only available to paid up Members.
- The reduced rates negotiated by PASC UK only apply to England and Wales
- The reduced rates negotiated by PASC UK for self-catering are only currently available to Businesses that have 3+ units on one hereditament.
- It will take a while to work through the backlog as each Members needs to have a run through, before applying their "Check".
- We will be in touch directly to arrange these short sessions.

Our apologies that this has taken longer than anticipated.

NEW PASC UK WEBSITE + DOWNLOAD ISSUES

The work is now well underway on the new PASC UK website. The current one has taken a beating during 2020 and some of you, with high levels of security, particularly if you use AVAST security software, are finding downloads difficult. This will be resolved by the new website.

If you cannot download anything, just drop us an email in the interim, saying what you need, and we will email it to you. Send to chair@pascuk.co.uk

There will be changes made, to reflect what PASC UK is in 2021, so there will be a Members only area so that we can provide additional value to those that pay Membership fees. We anticipate the launch being in early March

KEY LOBBYING OBJECTIVES

Every week in every meeting that we have with officials from Central or Local Governments we ask for continuing support for the Self-catering sector.

We may not mention each and every one of these agenda points in each meeting, that depends on the priorities and time available.

By linking with other associations, such as the Tourism Alliance, The Wales Tourism Alliance, the ASSC and UK Hospitality we can also make sure that these are 'common' asks giving them more weight.

Our current 10 main asks remain as follows:

- A support package for those that have not yet been able to access HMG support
- An extension to 5% VAT reduction period
- An extension to the Business Rates Holiday to March 2022
- Three weeks' notice of re-opening
- Financial support for businesses that will still be restricted coming out of lockdown, due to single household or rule of six rules
- Allow FHL claims to be made under SEISS
- Remove punitive eligibility criteria on grant applications in Wales
- Stop the Postcode lottery for grant support
- Review of the Tier system, and restrictions of households mixing for reopening
- Common rules across the four nations

FCA BUSINESS INTERRUPTION POLICY CHECKER AND FAQ (REPEAT)

Following the Supreme Court test case on a range of business Interruption insurance policies, the FCA has produced a Policy Checker which takes businesses through a process whereby they can check to see whether their insurance policy covers business interruption losses due to coronavirus. It should be noted that each claim will still need to be individually considered to determine whether the policy provides cover for the effects of coronavirus.

Policyholders will need to check:

- the extent of their cover including how long it covers them for (length of their indemnity period)
- what losses are included - such as loss of profit, fixed costs or increased costs of working

<https://www.fca.org.uk/decision-tree/business-interruption-insurance-policy-checker>

In addition to the Policy Checker, the FCA have also developed a FAQs which gives business further information on:

- How to make a claim
- The disease clauses in policies
- What to do if they have already made a claim or complaint
- What they can claim for.

<https://www.fca.org.uk/firms/business-interruption-insurance-policy-checker/general-faqs-policyholders>

CANCELLATIONS POLICY PAPER

The Cancellations Paper (Draft 1) is now complete and can be downloaded from the website at <https://www.pascuk.co.uk/covid-19>

(Just a note, if you have the Avast anti-spam system it does not like the PASC UK website. We can assure you that the site is not insecure, but to make it as easy as possible for you, and you have the Avast system, please email chair@pascuk.co.uk and put Cancellations in the subject line and we'll email you a copy).

Please have a read and let us have your feedback on it, we will then update the paper, and republish. There is a link to the Webinar on Cancellations Policies above.

Once again huge thanks to Beth Bailey and Nick Clayson at Premier Cottages, Robert Kennedy at SuperControl for their contributions and Lorna Handyside and Linda Winstanley the ace proof-readers. 😊

UPDATED PROTOCOLS

The work to update the Cleaning Protocols is complete. These are available on the website at <https://www.pascuk.co.uk/standards>

(Just a note, if you have the Avast anti-spam system it does not like the PASC UK website. We can assure you that the site is not insecure, but to make it as easy as possible for you, and you have the Avast system, please email chair@pascuk.co.uk and put Protocols in the subject line and we'll email you a copy).

The revision has a short section at the beginning of the main protocols in green that highlights changes.

If you have any questions arising from these, or have any suggestions for future changes, please let us know by contacting chair@pascuk.co.uk

ONLINE TOOLS FOR FINDING GOVERNMENT SUPPORT (UPDATED)

Summary of Existing Financial Support

HM Treasury has published a summary of all the support that is available, this is a really useful summary and has links to all the separate support mechanisms under the following categories:

- Employees
- Businesses
- Unemployed
- Low income families
- Local Authorities
- Devolved Administrations

<https://www.gov.uk/government/publications/summary-of-existing-economic-support/summary-of-existing-economic-support>

The online tool for finding out what support is available for your businesses has been updated to reflect recent changes:

<https://www.gov.uk/business-coronavirus-support-finder>

PASC UK MEMBERS LOGO



Please only display if you are a fully paid up Member. You can get a copy by sending an email to admin@pascuk.co.uk Thanks.

PASC UK AWARDS

There will be a further delay in finalising these. We haven't had any time to look at this this week. Further nominations welcome. We will try to do this asap as a bit of fun. Goodness knows we need some, further suggestions to chair@pascuk.co.uk

SUPPORT LOBBYING BY JOINING PASC UK

There is a huge amount of work and lobbying to do to help support you all in the self-catering sector. We haven't directly asked before, however if we are to fight on so many fronts, we simply need more funds. There are thousands of you that have had the benefit of this newsletter and the lobbying done on behalf of the sector.

We are now asking that as many of you as possible join PASC UK. The fight is on so many fronts, and we get much better results when we engage proper legal advice, proper PR firms to assist with campaigns such as the #justpayit (which we will shortly need to run again, more on that later) and Memberships to other organisations that provide common lobbying, information feeds and support.

Membership fees are as follows: All per annum.

- Single cottage £70
- 2 – 4 Units £125
- 5 – 10 Units £200
- 11 + Units £300

For companies like cleaning firms, or industry support companies, Associate Membership is £200.

Members get telephone support and priority email support.

You can join here, simple form, takes 2 mins, and we'll send an invoice, payable by BACS.

<https://www.pascuk.co.uk/copy-of-become-a-member-1>

MEMBER RENEWALS

Huge favour to ask of regulars, when you get your renewal through please pay it. The logistics of chasing waste hugely valuable time that could be spent doing far more useful things for all. If you don't want to renew, all you have to do is say so.

PASC UK CLOSING AT WEEKENDS

PASC UK is now closed at the weekends for phone and email. We have a self-catering business as well to run and manage through all the same issues that you all have. Many thanks.

ABOUT PASC UK

PASC UK was formed three years ago. It had three principle objectives at that time. The overriding purpose of PASC UK is to help make your business more profitable.

1/ Reduce Business Rates for self-catering

- 2/ Lobby for a 'level playing field', where all accommodation providers had to operate under the same rules, (think the 350,000 AirBnB properties). So that all have the same proportionate costs and regulations to operate under.
- 3/ Recover the right to Inheritance Tax Relief for legitimate business operating under FHL (Furnished Holiday Lettings rules).

And more.... See www.pascuk.co.uk

In January 2019, PASC UK succeeded in negotiating a reduction in Business Rates of up to 35% for most self-caterers in England and Wales. Despite a tortuous year with getting the Valuation Office to apply the new system, in January 2020 they switched the system to manual for Self-Caterers, (SCAT-131) and we now hear daily of Members getting great reductions and refunds. Guides on how to Check your Business Rates are available to Members.

After years of lobbying, giving evidence to all Party Parliamentary Groups and working with all the other major accommodation associations in the UK, we had finally got HMG to agree to a roundtable on how to regulate the short-term accommodation sector. Our approach has been one of keeping the sector 'safe and legal'. This meeting has been delayed by the COVID-19 outbreak but will be high on the agenda post the virus restrictions being lifted.

We were also making good progress in our representations to HMG about the reinstatement of Inheritance Tax Relief to FHL businesses provided they complied with a basic business criteria. This is also on hold whilst we all deal with the COVID-19 challenge but will be picked up as soon as practicable.

And much more....

Wishing each and every one of you all the best during these trying times, and please Stay Safe.

Best regards

Alistair Handyside MBE
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DISCLAIMER

We are in completely uncharted territory here, and any suggestions that we make are merely that and you should carefully consider your own business policies, and if necessary, consult with your Professional Advisors. PASC is your lobbying Association, not a legal service. In addition, please be very wary of some of the advice given on internet communities, blogs and social

media. There appear to be thousands of experts out there where my understanding is that there are very few.

To that end, any information you get from any source you must double check. I will always try and put the actual link to the information in the newsletters so that you can read and assess yourselves. These are unprecedented times, please take exceptional care.