



# Professional Association of Self-Caterers UK

## COVID GUIDELINES NEWSLETTER

### 3 September 2021 Issue 74

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## SUPPORT GUIDELINES

We still get 100+ emails a day, plus 30+ 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](mailto:chair@pascuk.co.uk) Many thanks, your support with this would be much appreciated.

## PASC UK SOCIAL MEDIA

**Please follow PASC on Twitter @PascUK AND on Facebook @pascukltd**  
This is where the latest news between newsletters gets posted.

## WHERE TO FIND PREVIOUS ITEMS COVERED IN PREVIOUS NEWSLETTERS

These are now indexed at the bottom of this newsletter in preparation for forming part of FAQ's on the new website. You can download them from [www.pascuk.co.uk](http://www.pascuk.co.uk)

## COMMENTARY

After writing last week's newsletter we wondered whether we might be able to revert to a fortnightly newsletter if time critical information was reducing. Prior to Covid we used to deliver a monthly members newsletter. Not this week though, you can see from the content below lots has reared its ugly head and will require the attention of many of you.

We will though at some point reduce the output of newsletters. We have been producing one every Friday for 18 months and the challenge will be to transfer from a model where you knew you are going to get a regular newsletter every Friday to a model that only sends information out on an as required basis. We will give this some thought over the next few weeks.

The BBC Panorama programme created a major flurry of phone calls and emails from you all, expressing frustration and anger in equal measure. We have seen more coverage because of that story with classic clickbait headlines like 'UK holidays Costa lot more'.

The lack of accuracy and balance is hugely frustrating, and we will continue to inform media of the facts at every possible opportunity. Here's a classic example from a major media publication.

Daily Mail <https://bit.ly/3jEWWJG>

This week has also seen a huge number of calls about PRS/PPL licenses. There is a fully detailed section on this below but suffice to say we know that many of you will be hugely frustrated that yet another bill has to be paid by those of us that they can find the details.

There is zero chance of PRS/PPL finding you if you list only on an OTA site or major agency site as the owner and address details are withheld. It is just another example of why PASC UK argues for a level playing field across all short-term operators. When they called us at Higher Wiscombe

we could not establish from them where they found us, but they had had a very close look at our website and had determined what offer we have and how much they were going to charge us.

We will be meeting with PRS/PPL shortly and will try and establish a more equitable basis for charging. We are aware that there are other agencies waiting in the wings to try and charge us for film licenses for example.

It's a fair question to ask where this all ends? How many licenses do we have to pay for our guests to watch Freeview? This will get added to the long list of challenges going forwards.

For those that are interested in the wider picture and how the consultation on statutory registration may play out, there was a very interesting article in the Sunday times about Airbnb.

Sunday Times AirBnB article. <https://bit.ly/3kNKQgU>

What is so ironic about the Airbnb model was that it was established to help people find somewhere to stay in San Francisco where there was a massive shortage of accommodation, and you could rent a bedroom or sofa. Now AirBnB as a short-term rental platform is one of the key drivers making it's impossible in some areas to find any accommodation to rent on a long-term basis. Therefore, the forthcoming consultation on statutory registration is so important.

There must be barriers to entry into our sector. These barriers already exist for professional operators and cover insurance and health and safety, fire/electrical/gas legislation. We do not believe that you should be able to advertise on ANY platform without being compliant. This is the way to regulate the sector, with laws that already exist, most of which for very good reason, not punitive Council Tax Rates or Tourism Taxes. Doing this would have key impacts:

- Take the heat out of the market as many would/could not comply and would withdraw
- The safety for our guests would be greatly improved
- Businesses would benefit from more robust demand and harder pricing, particularly in off peak periods.

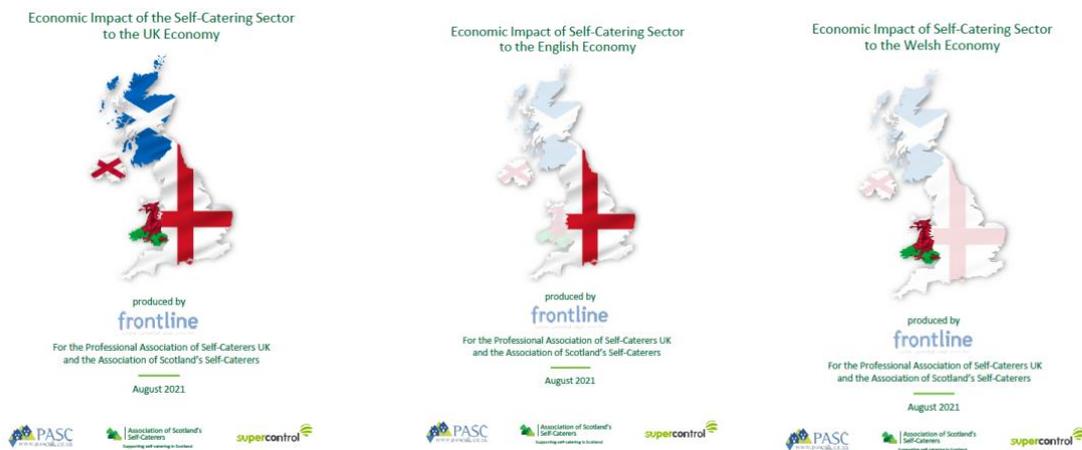
The National Self-catering reports have been launched, and these have been sent to all the MP's we have connected with during Covid and other key influencers. Next, we will be sharing them with all the organisations in hospitality that we have partnered with during Covid for them to share and feedback on. They will of course be a key part in the lobbying to Governments in England, Scotland and Wales, all of whom have our sector firmly in their sights.

Once again, thanks again for your continued support, we really appreciate it.

Stay safe.

**NATIONAL SELF-CATERING REPORTS LAUNCHED & AVAILABLE NOW**

**Reports are online now at <https://bit.ly/3yiW2GX>**



We are pleased to announce that the series of Self-Catering reports covering the UK, England, Scotland, Wales and Northern Ireland are now freely available to all.

The reports have been written by the research agency Frontline and were commissioned jointly by PASC UK and the ASSC. The scale and cost of these reports would have been beyond the reach of our two organisations and the substantial proportion of the costs have been borne by SuperControl sponsoring the report. SuperControl also provided rich booking data.

A summary of the reports will appear in next week's report.

Reports available at: <https://bit.ly/3yiW2GX>

## PRS/PPL ARE BACK AGAIN

Many of you are reporting being contacted this week by PRS/PPL. For those of you that are unfamiliar with this licence, it is one that hospitality providers need to have so that guests can hear music played in your premises. This includes music played on TV programmes.

During Covid the Hospitality Associations gained an agreement from PRS/PPL to not chase for payment for these licences. That period has clearly come to an end judging by the flurry of email and calls.

### Key questions:

#### Who has to pay?

- If you play recordings of any copyrighted music on your premises (this includes playing background music or made available on devices such as TVs and radios on which music can be broadcast) or if the music is performed live, you may need TheMusicLicence from PPL PRS Ltd.
- If you play a TV in public areas with the sound on, you will need TheMusicLicence from PPL PRS Ltd.
- If you offer short-stay accommodation (of any kind) to overnight visitors and have installed television sets in the accommodation, you need a 'Hotel and Mobile Units Television Licence' (hotel licence).
- If you offer a DVD film library, you need a DVD Concierge licence.
- If you operate an in-room entertainment system you will need a Hotel Vision licence.
- If you show films or TV programmes, including channels such as ITV or BBC1, you need an MPLC licence.

- If you use images in your marketing, you must have permission to use them from the copyright owner.

## Do we have to pay this licence?

In short yes....

The **Copyright, Designs and Patents Act 1988** states that any use of copyrighted music in public is possible only with the permission of the person who holds the copyright to the music being played.

“In public” means anything outside a family/domestic situation and includes all areas of a tourism accommodation property, including guests’ rooms. So, even if you just have a radio in the breakfast room or TVs in guests’ rooms, you may require a licence.

There are two separate copyright licences that relate to the playing of copyrighted music on your premises. They apply regardless of the device provided by which the music is played and even apply if the music is performed live.

The first music copyright licence fee is to pay the performers and record companies for the use of their recorded music. The fee for this licence is collected by PPL and is known as a PPL Licence.

The second music copyright licence fee is to pay the songwriters, composers and music publishers for the use of their musical compositions and lyrics. The fee for this licence is collected by PRS and the licence is known as a PRS Licence.

While PPL and PRS licences can be paid separately, the two collection companies also work together to provide a single licence that covers both copyright fees where this is required. This combined licence is called TheMusicLicence.

## Are there exemptions?

You are exempt from requiring either a PPL or PRS music licence if:

- you have a B&B or guesthouse that has three guest bedrooms or less and,
- the premises is the only holiday accommodation business that you own or operate
- the premises is also your domestic residence
- facilities are only available to resident guests
- you operate only one self-catering unit, and that unit has three guest bedrooms or less.

**For self-catering** you only require a PRS licence if you operate a self-catering property that comprises more than one unit or one unit with more than three bedrooms.

You need a combined TheMusicLicence that covers both PPL and PRS copyright fees if you operate a business that is outside the exemptions detailed above.

## How Much?

This is where the problems begin. There is no clear self-catering tariff.

For the PPL licence you need to look at ‘Small Residential Hotels and Guesthouses’ PPLPP289.

<https://pplprs.co.uk/wp-content/uploads/Small-Residential-Hotels-and-Guest-Houses-Tariff-PPLPP289.pdf>

This would generally cost a self-catering business £56.60 plus VAT.

For the PRS licence you need to look at 'Tariff HR: Hotels, Restaurants and Cafes', (Hotel bedrooms with TV, Radio or DVD/Video).

<https://pplprs.co.uk/wp-content/uploads/PRS-for-Music-Tariff-HR-Hotels-restaurants-cafes-2019.pdf>

For three holiday cottages with TV in each would cost £84.08 plus VAT. This rate would apply per 15 bedrooms/

### **Can I get a reduction for not being open 52 weeks a year?**

Yes, you can get a reduction of one third if you are only open 26 weeks a year

### **What is the Higher Royalty vs the Standard royalty?**

We all have to pay the Higher Royalty in year one. The following year the fees reduce, and you pay the Standard Royalty. Fees quoted above are Higher Royalty.

### **What if we refuse?**

Not recommended, the PRS/PPL can be very aggressive, they can legally make these charges, whatever we may think of them. Refusal can lead to back charges being made for previous unpaid years.

Our Business was contacted five times this week, and despite asking for self-catering tariff and proof that they could charge us, a short summary is that we just got the bill. Our business is not hidden, it's on the internet, you can see that we have three cottages each with a TV.

### **What is PASC UK's position on these licences?**

We are meeting with PRS/PPL next week alongside the ASSC and Tourism Alliance to try and establish a better basis for self-catering. There is no self-catering tariff, and we believe that there should be and that it should be less expensive.

We are also completely baffled, as we're sure you are, as to how many of these licences we have to pay? Only recently we were covering Commercial TV licences, many of you will also provide Sky, Netflix, Amazon Prime for customers. Surely in those licences the royalty fees are being covered? Bear in mind that we are only covering music licences here, and that there are Movie licensing firms getting more active in our sector.

We will as always let you know how we progress with trying to make some sense of all this.

### **DVD LIBRARIES WARNING**

If you have been providing DVDs in the past and do not have a DVD library licence, we suggest that you remove the DVD's. This can be very expensive, and we have had a Member this week 'caught' lending a DVD to a guest on a rainy day being contacted by a Movie licencing company having seen the grateful guest review on Trip Advisor. The annual fee is huge by comparison to the Music licences above.

Check your photos on your website to make sure that there are no DVD libraries showing and in the 'What we Include' section you remove any mention of selection of DVDs available.

Here is one example, at £20 per room. <https://bit.ly/3DJzovi>

Less and less guests are bringing DVD with them, and more and more want Smart TV's, technology is moving on.

## SECOND HOLIDAY LETS AND SMALL BUSINESS RATES RELIEF IN ENGLAND & WALES

### ENGLAND

We have had a series of call this week about buying an additional holiday let, which would be on a different hereditament than the current property, and what impact this might have on Business Rates. Typical Questions covered:

- Whether the property be combined onto one rateable value
- Can you get the full Small Business Rates Relief (SBRR) on a second property?
- What if both properties have a rateable value of under £6,000, can we claim SBRR on both by taking advantage of the zero Business Rates bill for those with a Rateable Value of £12,000 or less??

The bad news is that a second property, under the same ownership, will not get SBRR relief in England except under very restricted circumstances.

This is what it says on the Gov.uk website. We have highlighted the key parts in red.

#### Small business rate relief

You can get small business rate relief if:

- your property's rateable value is less than £15,000
- **your business only uses one property** - you may still be able to get relief if you use more

Contact your local council to apply for small business rate relief.

Contact your Local Council here: <https://www.gov.uk/contact-your-local-council-about-business-rates>

#### What you get

You will not pay business rates on a property with a rateable value of £12,000 or less.

For properties with a rateable value of £12,001 to £15,000, the rate of relief will go down gradually from 100% to 0%.

#### Examples

If your rateable value is £13,500, you'll get 50% off your bill. If your rateable value is £14,000, you'll get 33% off.

## If you use more than one property

When you get a second property, you'll keep getting any existing relief on your main property for 12 months.

You can still get small business rate relief on your main property after this if both the following apply:

- none of your other properties have a rateable value above £2,899
- the total rateable value of all your properties is less than £20,000 (£28,000 in London)

## You're a small business but do not qualify for small business rate relief

If your property in England has a rateable value below £51,000, your bill will be calculated using the small business multiplier, which is lower than the standard one. This is the case even if you do not get small business rate relief.

The small business multiplier is 49.1p and the standard multiplier is 50.4p from 1 April 2019 to 31 March 2020. The multipliers may be different in the City of London.

The chances of retaining SBRR are very slim indeed and would possibly only apply to having very small properties away from hotspots.

Full details here: <https://www.gov.uk/apply-for-business-rate-relief/small-business-rate-relief>

## WALES

The Rules here are inevitably different than in England. You can have two properties in each local authority. We gave a Welsh Member the wrong information on this this week. Our apologies.

SBRR in Wales is entirely funded by the Welsh Government and is the largest NDR relief scheme operating in Wales, providing mandatory rates relief to properties according to their rateable value and broad category of use.

The Welsh Government provides NDR relief to eligible small businesses.

- Eligible business premises with a rateable value of up to £6,000 receive 100% relief: and
- Those with a rateable value between £6,001 and £12,000 receive relief on a tapered basis from 100% to zero.
- Certain business categories benefit from an additional level of relief. For example, post offices and registered childcare premises.
- From April 2018 the number of properties eligible for SBRR is limited to **two properties per business in each local authority**.

Full details are available here: <https://businesswales.gov.wales/non-domestic-rates-small-business-rates-relief>

## CJRS GUIDANCE UPDATED

With the end of the furlough scheme coming up at the end of September, HMRC has updated the guidance to businesses to inform them that, when the scheme ends, they must either:

- bring their employees back to work on their pre-existing terms and conditions
- terminate their employment (normal redundancy rules apply to furloughed employees)
- agree with employees any changes to terms and conditions of employment (rules for contractual changes apply to furloughed employees)

It should also be noted that when businesses make decisions about how and when to end furlough arrangements, equality and discrimination laws will apply in the usual way.

<https://www.gov.uk/guidance/claim-for-wages-through-the-coronavirus-job-retention-scheme>

## PRIVATE WATER SUPPLIES

If you provide water for your guests from a private water supply the rules are really strict. In most cases you will already be on your Council list who will be charging you for regularly testing your water. A risk assessment must also be prepared.

We come under Regulation 9 as we supply water commercially and it specifically states holiday lets.

The testing process is thorough, and it is recommended to use a reputable firm to carry out annual checks on your system annually prior to the Council testing.

This testing may have fallen by the wayside during Covid; however, Councils are now back up and running and sending out the testing teams. If your water is not up to standard the period given to correct the water quality can be very short before closure notices can be issued.

One to put at the top of the list as we enter September....

## BUSINESS INTERRUPTION INSURANCE DEDUCTIONS. GRANTS, FURLOUGH & BUSINESS RATES REPEAT

Thank you for providing information on this, all those that provided information have been contacted by PASC UK and a good proportion have had meetings arranged with their MP's.

PASC UK continues to lobby on this and will keep businesses up to date with developments. Meetings with MP's and Government departments continue and are broadly empathetic to the case. Getting Treasury to clamp down on insurers directly is though slow going.

**None of you should agree to a full and final settlement with your insurers without reserving the right to revisit your claim should anything change regarding four areas.**

**Deducting Furlough Payment**  
**Deducting Business Rates Holiday savings**  
**How the insurers handled the treatment of the VAT reduction**  
**How increased costs of working ICOW are treated by insurers**

Doing this will mean that once there are any changes to the above will mean that you can go back and reclaim withheld funds.

## GHOSTING UPDATE

### Apologies will try to get this completed by next week.

We are in the process of updating the 'Ghosting' paper and should be available next week. It's just been one of those weeks, so apologies for delay on this. Many of you have reported being able to successfully get your property removed from sites that you no longer advertise on, and the paper will be updated accordingly. Some of those methods used will be added.

Why any company of any kind would want to advertise a product (in our sectors case a property) that is not available through that platform is a really poor practice.

We have been contacted by several agents who really do not do this and are looking at a 'ghosting free' charter. More on that soon.

## ENGLAND UPDATE

No further changes in England, please see previous newsletters for English Guidance on operating in Step 4.

Watch <https://www.facebook.com/pascukltd> for ongoing updates between newsletters.

## SCOTLAND UPDATE.

It was confirmed that Scotland moved beyond Level zero on Monday 9<sup>th</sup> August. This means that restrictions on group sizes in self-catering in Scotland have finally been removed.

Full details in previous newsletters.

Watch <https://www.facebook.com/pascukltd> for ongoing updates between newsletters.

## SCOTLAND SHORT TERM LICENSING ACT.

It has been announced that due to the large numbers of responses into the Consultation into the Short-Term Licensing Act, which closed on the 13 August, that the **Scottish Government have announced that they will delay the laying of their Licensing Order until November 2021.**

This clearly shows that the more of you that write in when we ask you to, can effect change. Thanks to all that did so 😊

To find out the background please refer to the index at the bottom of the newsletter. Any developments will be posted here and on Facebook.

## WALES UPDATE

Just as last week's newsletter went to press the First Minister confirmed in the 26 August Review that there would be no changes to Covid rules in Wales, meaning there continuing to be no restrictions on self-catering in Wales. For details of Level Zero etc, please refer to previous newsletters.

<https://gov.wales/no-changes-covid-rules-wales>

Watch <https://www.facebook.com/pascukltd> for ongoing updates between newsletters.

## WELSH GOVERNMENT THREE-PRONGED APPROACH ON SECOND HOMES UPDATE

See previous Newsletters for background on this.

We are trying to get a collective position on this and to be honest are struggling to achieve this. There are many that are opposed to any change at all. This is particularly held by those that have changed from paying Council Tax to Business Rates, achieve 70 days lettings and subsequently pay zero Business Rates.

PASC UK does not believe that it's possible to lobby the Welsh Government on a no change basis. We also do not believe that the currently legal loophole, to flip from Council Tax to Business Rates with a low threshold of days let, will continue in Wales, or England or Scotland for that matter. No other single issue in the second homes issue across the whole country inflames opinion more than owners flipping out of paying anything.

PASC UK represents Professional Self-catering, for those that self-catering is a primary business, not a property speculation, and getting this definition right is at the heart of the challenge we face. We are not at all concerned about a remote second homeowner, who has the property let and serviced through an agent, has no interaction with guests at all and sole contact with our sector is to check their bank accounts. Why shouldn't these properties contribute to local authority funding? PASC UK is much more concerned about how any legislation brought in by the Welsh Government impacting genuine self-catering businesses that are already burdened with high costs.

We are finalising the survey which will be ready soon to collect feedback on this over the next weeks.

**Reminder:** This plan was published on the Welsh Government website recently. It is more wide-reaching and coming sooner than many expected.

It is a three-pronged approach (their words).

- support - addressing affordability and availability of housing
- regulatory framework and system - covering planning law and the introduction of a statutory registration scheme for holiday accommodation; and
- a fairer contribution - using national and local taxation systems to ensure second homeowners make a fair and effective contribution to the communities in which they buy.

They plan to roll out the pilot area this summer and will include work on a registration scheme for all holiday accommodation and a consultation on changes to local taxes to manage the impact of second homes and self-catered accommodation, will also begin over the summer.

Details here: <https://bit.ly/3yDzG3B>

More next week and please if you are in Wales, let us have your thoughts on this to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)

## WELSH GOVERNMENT CONSULTATION OF TAXATION ON SECOND HOMES AND SELF-CATERING

Important that everyone who operates in Wales takes part in this consultation. We have time, the consultation remains open until the 17th of November. Further comment will be available in the weeks to come.

Find the consultation here: <https://bit.ly/3tjUAr>

## REMINDERS FROM VISIT WALES

Some useful stuff here for businesses in Wales, including free new modern Visit Wales signage and getting your business sign translated in Welsh. See below.

### Is your product listing on VisitWales.com up to date?

The number of searches on VisitWales.com for accommodation, attractions and things to do are at a high. If you have a listing and haven't updated it for a while, it's worth you checking the information by logging into the [product listing tool](#). To help your visitors prepare for their visit it might be useful if you include information like opening times, pre-booking arrangements and accessibility facilities.

[www.visitwales.com](http://www.visitwales.com)

Product Listing Tool here: <https://productlisting.wales/VisitWalesTradeLogin.aspx>

If you would like some help logging in, please email Visit Wales Data Steward, at [vw-steward@nvg.net](mailto:vw-steward@nvg.net)

Or call 0330 808 9410 or if you would like to arrange training on using the tool - or just some advice on how you can improve the content - please email [product.database@gov.wales](mailto:product.database@gov.wales).

### Are you displaying the *correct* grading sign both at your establishment and on your website?

While many businesses have taken advantage of the free replacement signage featuring the Cymru Wales brand there are still those that are displaying the old signs both at their premises *and* online with the wrong electronic logo (on their websites). Displaying the old signs can make your establishment look out of date and outside the Visit Wales branding family.

For a free replacement sign for your premises all you need to do is email [quality.tourism@gov.wales](mailto:quality.tourism@gov.wales).

Even while you're waiting for the correct sign to arrive, you can change the logo on your website. Please email [quality.tourism@gov.wales](mailto:quality.tourism@gov.wales) and we can send you the right logo by return, so you can replace the old artwork on your website.



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## Getting your business signage translated into Welsh – it's FREE and as easy as ABC!

Tourism businesses the length and breadth of Wales can now use Welsh confidently on signage with the help of Helo Blod's free Welsh translation and advice service.

Helo Blod can also help with other kinds of bilingual promotion, including:

- Websites
- Social media posts
- Marketing and communication materials
- Menus
- Email signatures
- Answerphone messages

Because using just a little bit of Cymraeg can make a big difference to your business.

Visit [Gov.Wales/HeloBlod](http://Gov.Wales/HeloBlod) to find out more.

## FUTURE WEBINARS

No progress on these this week whilst focus has been as described in commentary, expect progress shortly.

We have commenced inviting speakers and planning for the following Webinars, as these were the most popular when the poll closed. Further announcements shortly.

**Updated Cancellations Policies**  
**Five Things to increase Return on Investment**  
**Targeting new Markets sectors, Access, Dogs, Babies**

## NEW REVISED CLEANING PROTOCOLS V5 UPDATE

The review of the **Self-Catering Covid Cleaning Protocols V5** is complete. All three Country specific versions are available under the Covid-19 Tab on the new website. England, Scotland and Wales are covered.

Between the old website and the new website over 3,000 copies have already been downloaded.

We are extremely grateful to the ASSC (Association of Scotland's Self-Caterers), who spotted an opportunity to get an expert review done and pushed this through.

It is a positive review with sensible changes and written in any easy-to-understand way. We strongly recommend that they are read in their entirety, so that the whole context and the necessity to write an updated risk assessment is fully understood.

We are providing a single document for **Self-Catering Covid Cleaning Protocols V5** in each of England, Scotland and Wales.

This includes

- The Cleaning Protocols
- The Risk Assessment
- Cleaning checklist
- FAQ's

As always with the Cleaning Protocols, these are free to all. Earlier versions have been downloaded from the PASC UK website over 120,000 times and have done much to convince Government of the sectors commitment to Covid security.

Some key changes:

- Owners should follow current Government guidance on issues such as physical distancing and face coverings
- Properties that have been cleaned and disinfected in line with the protocols should be available for immediate occupation, and there is no requirement for leaving properties fallow for 72 hours
- Individual operators should decide on whether guests should strip the beds / laundry themselves. If operators/cleaners remove them (following protocols on good handling of linen, not shaking, PPE if required), then it could be argued that this may actually be more “controllable”
- A common-sense approach should be taken to the washing of crockery/cutlery, based on what cleaners find when assessing property at changeover
- PHS does not recommend Steam/UV-C light/ULV fogging between guests as standard practice
- And much more....

The Protocols can be found on [www.pascuk.co.uk](http://www.pascuk.co.uk)

## NEW PASC UK WEBSITE LIVE

The new PASC UK website has gone live.



[About](#) ▾
 [Membership](#) ▾
 [Advice & Support](#) ▾
 [COVID-19](#) ▾
 [Resources](#) ▾
 [Webinars](#)
[Partners](#) ▾
 [Contact Us](#)

### THE PROFESSIONAL ASSOCIATION OF SELF CATERERS UK



PASC UK's sole purpose is to lobby the Government on behalf of professional self-caterers... These are small businesses where the self-catering business is a primary income stream for the owners. There are currently some serious threats to this sector, including poorly implemented statutory registration schemes and the lack of a level playing field across the sector, in terms of both regulation and taxation. Most of these are caused by Government action – or lack of. PASC UK is well connected and well-placed to try and address such issues.

Please let us know if you have any issues with it, or comments. The next stages are:

- The Members Only section.
- FAQ's

Check it out here [www.pascuk.co.uk](http://www.pascuk.co.uk)

Any thoughts/comments/observations about website please send to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)

## UPDATED FINANCIAL SUPPORT FINDER

The Government has updated it online tools for businesses and employees to use to determine what support is available.

For businesses, support covers:

- Business loans
- Tax relief
- Cash grants

More information here: <https://bit.ly/3gxFq8K>

For employees, support covers:

- what to do if they're feeling unsafe where they live, or they're worried about someone else
- paying bills, rent, or mortgage
- getting food or medicine
- being made redundant or unemployed, or not having any work if they're self-employed
- what to do if they're worried about going into work
- self-isolating
- having somewhere to live
- mental health and wellbeing, including information for children

More information here: <https://bit.ly/2TLVomz>

## MEMBER BENEFITS SUMMARISED

To carry out the lobbying work that we do on behalf of the Sector we need funding. 90% plus of this funding comes from Membership Subscriptions.

Members will get.

- Access to Telephone Support
- Prompt email support
- Access to Members Benefits and Discounts. (Buying Group Membership details below)
- Members only Webinars, (Including ask the Chair sessions)
- Book Surgery Appointments with the Chair
- Specific Discounts on key products
- PASC UK Guides to reducing Business Rates
- Hard Copy of the Visit England Pink Book
- Special Interest Papers (EV Charging, Third Party Services at Holiday Lets, Privacy and Cookie Policies etc)

What will be available to non-members?

- The PASC UK Covid newsletters
- Email support when available. (Members support comes first).
- Free Webinars
- Cleaning protocols
- Some General interest Papers, (Cancellation Policies, what to do if Guests gets Covid etc)

We are currently making major investments in supporting you better and all of this cost's money, these include.

- A new Website
- The largest ever National Report on Self-Catering in the UK, broken down by country
- Sponsorship of the Visit England Pink book, to help promote the safe and legal aspects of our sector
- Membership fees to the Tourism Alliance, UK Hospitality and Wales Tourism Alliance
- Surveys and reports to use data-based arguments to win support for the sector

If you have not yet joined PASC UK, please consider joining NOW. Details below the Buying Club information. Thanks.

## BUYING CLUB MEMBER BENEFIT FOR PAID PASC UK MEMBERS

We are really pleased to announce a partnership with Purchasing for Business.

More details on the new PASC UK website here <https://www.pascuk.co.uk/1112-2/>

This is a Buying Club, it's free to join if you are a paid up PASC UK Member. There will be no additional fee for Members to join the Club.

## 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 don't ask very often, 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 and proper PR firms to assist with campaigns. Memberships to other organisations that provide common lobbying, information feeds and support also cost many thousands of pounds a year.

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, Trade Membership is £200, and you will get a listing in the Trade Directory on the new website.

Members get telephone support and priority email support.

You can join here, simple form, takes 2 mins, and you'll get an invoice, payable by BACS or Credit Card.

Just click on this link to go to the joining page: <https://www.pascuk.co.uk/join-us/>

Thank you

## RECORDINGS OF PASC UK WEBINARS

These can now all be found on the new website at: <https://www.pascuk.co.uk/webinars/>

## HOW TO REDUCE YOUR BUSINESS RATES BILL

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.

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.

## 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](mailto:admin@pascuk.co.uk) Thanks.

## 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.

## ABOUT PASC UK

Full details of all the activities that PASC UK undertakes can be found on the new website, under the About Tab on the homepage. [www.pascuk.co.uk](http://www.pascuk.co.uk)

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- COVID risk Assessments to enable you to open in Wales **see 26 March**
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- Opportunists reletting your property without your knowledge **see 26 March**
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- Cancellations Policy Paper **see 26 March**
- PASC UK Awards **see 26 March**

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

Best regards

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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.

