



Professional Association of Self-Caterers UK

NEWSLETTER

8 October 2021 Issue 79

This week's contents

- Support Guidelines
- PASC UK Social Media
- Where to find previously covered items in Newsletters
- Commentary
- Thank you
- New Insurance Policy goes live
- #VATsENOUGH Campaign
- Results of the VAT Survey that many of you took part in
- Natasha's Law is now Law
- PASC UK Welcome Hampers Paper, Now the movie, well almost 😊
- Update of Short-Term Letting Legislation in Scotland
- HSE Spot Checks
- EPC's and Short-Term Lets
- Fire Checks at Changeover **Repeat**
- End of Furlough and SEISS
- Updated Government Support Finder for Businesses and Employees
- PASC UK Ghosting paper **Repeat**
- National Self-Catering Reports Launched and available now **UPDATE**
- Some Energy Suppliers refusing Self-Caterers supply
- Wales Statutory Registration Scheme update
- England Update **No Change to Rules**
- Scotland Update **No Change to Rules**
- Wales Update **No Change to Rules**
- PASC UK Webinars

General Information Section

- New Revised Cleaning Protocols V5
- New PASC UK Website **Live**
- Member Benefits summarised
- Buying Club, Member Benefit for paid up PASC UK Members
- Support Lobbying by Joining PASC UK
- Recordings of PASC UK Webinars
- How to Reduce your Business Rates Bill
- PASC UK Members logo
- Member Renewals

- [About PASC UK](#)
- [INDEX OF PREVIOUS NEWSLETTER CONTENT](#)
- [Disclaimer](#)

SUPPORT GUIDELINES

We still get 100+ emails a day, plus 30+ phone calls, so we have to reiterate the support rules please.

- **Paid** 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 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

COMMENTARY

Firstly, thanks for all your supportive messages over the last couple of weeks, we really appreciate it, we had a good short break, and the funeral went well too. So huge thanks, and now back to work.

Two themes over the last two weeks, cancellations back to the fore and a slowing down of bookings for many.

The fuel shortage caused much uncertainty and requests for cancellations and deferrals of bookings across the sector. We did cover this in the Newsletter on the 24 September, so won't repeat here, however it does clearly show just how much guests expect us, the hospitality business, to be the insurer of last resort.

We have also seen the ruling this week that airlines must refund, not offer vouchers as they tried to do in the lockdowns. See this short article here:

<https://bit.ly/2WJQW9R>

We have been working hard throughout 2021 to try and find a policy that would replace the MasterCancel product that was withdrawn in January this year. This was a policy that insured us, the operator, if the guest cancelled the booking. We are pleased to announce that the first phase for a policy to cover guest cancellations is now ready to launch. It's called 'Cancel Cover' and has been created by a UK company called Policy Power House. PASC UK and Premier Cottages provided the data and input to make this product happen. Full details below.

We would really like to see this policy succeed long term and be widely available to owners and agents. We will keep you abreast of developments with the product as soon as we can.

Regarding business levels dropping away, this needs to be put into some kind of perspective. Apart from October half Term and Christmas and New Year the months of October, November and December are not renowned for being flat out full. We will try and get some comparable data for next week's newsletter to prove this, however our anecdotal evidence is that bookings are up on a normal last quarter of the year already, and we have only just entered that quarter.

There are some that will still be full, a lovely sleeps 2 next door to a Michelin starred restaurant will do better in the last quarter of the year than a property on an island limited by ferry/helicopter access, so there are numerous factors that will affect bookings. We'll all have to play to our strengths and market our unique selling points to attract the winter guests, for there are still many guests looking to book at this time of year.

As we move into the last quarter, we will be focussing heavily on the submissions to both the English and Welsh Governments on their Consultations into Self-Catering/Holiday/Lets/Second Homes and trying to improve the situation for Professional Owners and avoid any unintended consequences for our sector. Please do continue to send in your feedback on this subject.
chair@pascuk.co.uk

So, until next week, wishing you all the very best, and thanks for your support over the last two weeks, it has been very much appreciated.

THANK YOU

We would like to express our sincere thanks to all the Members who did not ring over the past few days as requested. Not a single call from a paid Member to the Chairs phone on the days that we were closed. Thank you, we had a great break in Cornwall albeit the weather was a bit tumultuous.

We have been catching up with the emails this week and will get to them all just as quickly as we can, once again thank you for your patience.

NEW INSURANCE POLICY GOES LIVE

MasterCancel was a product that owners could sign up to protect themselves from loss of revenue should the guest wish to cancel, enabling the owner to refund the guests and to receive 90% of the original booking fee. When Mastercancel was withdrawn in January as it could no longer cover Covid related cancellations, many mourned it's passing. Many told PASC UK that it had been a complete life saver. We had MasterCancel at Higher Wiscombe and still have bookings that were made whilst it was offered, and these bookings are still covered. A November weekend that has just cancelled will be paid out if we are unable to rebook it.

Ever since the withdrawal of MasterCancel in January we have been working on trying to create a similar product for the sector. As you can imagine, trying to talk to insurers about a replacement programme in the middle of lockdown 3, with cancellations at epidemic levels, was not easy.

It quickly became apparent that it would be impossible to provide the complete 'cancel for any reason' (CFAR) cover that had been available previously. Covid was not going to be covered. However, we were told that if we could provide data on cancellations vs bookings and that risk was insurable it was possible that a cancellation scheme could be created.

The broker that we were in discussion with made it clear that this would need to launch with a test group of businesses so that it could be a fully polished product by the time it was launched broadly across the market. This would give comfort to the underwriters and avoid some of the problems that some may have experienced with MasterCancel.

The perfect group for this test period was Premier Cottages, with 218 Plus members operating 837 cottages. The majority of these members had previously operated Master Cancel and would therefore have good knowledge of how these products operate.

Hundred of hours of work and zooms later by Policy Power House, PASC UK and Premier Cottages has resulted in a new product called 'Cancel Cover'.

The Policy Power House launched 'Cancel Cover' to the Premier Cottages members at their Conference on Monday 4 October, and will go live for applications from their membership from Monday 11 October.

The period that 'Cancel Cover' is only available to Premier Cottages members is likely to be three months plus, this period will be used to prove the product and to secure further underwriting so that availability can be broadened.

We are aware that many maybe disappointed that it cannot be broadly offered from day one. Numbers of policyholders are limited by the underwriters and the need for it to be a controlled environment to ensure that all processes are polished before a full sector launch is a necessary cautious approach to ensure that the ultimate version is sustainable.

The decisions to broaden out and through which channels will be taken by the Broker Policy Power House, and we will keep everyone up-to-date as soon as we are able.

The key questions that will be asked are answered below:

- The policy does not cover War, Terrorism, Pandemic or Epidemic
- The currency is all Sterling based
- The property T's and C's must be consistent offering the same cancellations terms pre 60 days prior to arrival date
- The period of cover for cancellations is 60 - 2 days prior to arrival
- If guest cancels outside 'cover period' premium is refunded
- If you rebook a cancellation inside cover period there is no premium payable on this booking
- You are required to apply a 5% admin fee when refunding guests, so that the guests gets 95% of amount paid.
- You can choose the level of cover and the premium you pay. If you would like cover for:

100% of the booking refund (95% of the total booking value), the cost is: **3.98%** of the booking value

90% of the booking refund (95% of the total booking value), the cost is: **3.58%** of the booking value

80% of the booking refund (95% of the total booking value), the cost is: 3.19% of the booking value

The insurance is provided by: Euroins AD who are:

An established UK travel insurance provider to household name travel companies such as Jet 2

Authorised by the Prudential Regulation Authority

Subject to regulation by the Financial Conduct Authority (FCA)

The above details can be checked on the Financial Services Register by visiting: www.fca.org.uk

- If using the facility, all bookings must be covered under Cancel Cover
- New bookings must be added to the Cancel Cover platform within 7 days of the deposit being paid
- A cancellation must be notified (using the platform) within 2 days of receipt
- The cottage owner/manager must re-market the cancelled booking as quickly and efficiently as possible
- Once a level of excess is selected (0, 10%, 20%) this remains in place until the expiry of the master policy
- All master policies renew on 1 September each year

How would it work in practice?

£1,000 booking example

- Nil excess option (rate is 3.98%), premium is £39.80 inc.ipt.
 - Guest would receive 95% of £1000 = £950 as a refund following cancellation
 - Owner would receive £950 as an insurance claim from Cancel cover
 - Guest pays £50 (5%) as an administration fee

£1,000 booking example

- 20% excess option (rate is 3.19%), premium is £31.90 inc.ipt.
 - Guest would receive 95% of £1000 = £950 as a refund following cancellation
 - Owner would receive £760 as an insurance claim from Cancel cover
 - Owner suffers loss of £190
 - Guest pays £50 (5%) as an administration fee

Note: the owner is free to increase the holiday cost to include the insurance premium, the premium would apply to the increased booking value and a claim would be based upon the increased holiday value

What are the benefits?

So much of our market is now dominated by OTA's and large agents who want to offer THEIR customers, as they see them, maximum flexibility upon booking. We are told that on AirBnB for example flexible terms is the most popular filter.

We sought to be able to find a product that would enable owners and agencies to be able to offer similar terms, guest flexible cancellation and money back, but that also paid out to the operators and agencies, unlike the OTA model.

With a policy like Cancel Cover the owner/agent is insuring the stay and will be paid out if the guest cancels within the parameters.

We saw through the pandemic a rise in the expectancy of guests to secure refunds from owners and agents, almost regardless of circumstances. The current fuel crisis has brought this into sharp focus, with many of you having guests wishing to cancel because of the fuel shortages. Those cancellations would have been covered by Cancel Cover.

This kind of policy means that we can say when a guest asks or reads about our cancellation policies, that in the event they wish to cancel they get 95% of their money back, less a 5% admin fee.

Speedy refunds generate huge customer confidence. By offering refunds throughout the pandemic at Higher Wiscombe, whether covered by MasterCancel or not, we had 94% of guests rebook within 90 days, at 98% of the original booking values, no hassle on the phone, and no hassle on our valuable social media.

We regard this as primarily a marketing programme, and a marketing cost. Giving us the ability to compete with the big boys on our terms. We have all seen that we can put up our prices to cover extra costs, this is a perfectly reasonable reason to do so.

We are sure there will be debate and questions on this, so in the first instance please contact chair@pascuk.co.uk.

#VATsENOUGH CAMPAIGN

PASC UK is fully supportive of the wider #VATsENOUGH campaign that launched publicly yesterday, calling for the 12.5% VAT rate for hospitality to be made permanent.

UKHospitality have provided a useful set of tools including stickers and posters can be found here: <https://bit.ly/3laeSN3>

Thanks to all those who have previously written to their MP on this.

RESULT OF THE VAT SURVEY THAT MANY OF YOU TOOK PART IN

With the increase in VAT for accommodation, attractions and restaurants increasing from 5% to 12.5% last Friday we can share the main findings based on the results of the VAT Survey that we sent around a few weeks ago. They were:

- The reduced rate of VAT has been highly important to businesses, with 8 in 10 (77%) stating it is important/very important/crucial

- Businesses will use the reduced VAT rate for an array of productive purposes, including 6 in 10 who will invest in their businesses, half who will use it to meet costs of complying with Covid-secure guidance, and over 1 in 3 who will use it to pay staff or suppliers/creditors
- Similarly, if the reduced rate were to continue to apply beyond April 2022, the saved costs would be used for a series of productive purposes, particularly with 7 in 10 who will invest further in their businesses
- Reverting the VAT level back to 20% in April 2021 could have serious consequences for businesses, with 4 in 10 saying it would likely lead to cutbacks and job losses (up to a fifth of the workforce), with a further 1 in 10 saying it would lead to major cutbacks and job losses
- If VAT on tourism and hospitality were to remain at 12.5% indefinitely, it would increase turnover by an average of 8.8% (using mid-point average calculation)
- If VAT on tourism and hospitality were to remain at 12.5% indefinitely, it would increase business investment by an average of 12.0% (using mid-point average calculation)

The results of the modelling work that we are undertaking are currently being finalised and we should be able to share this report with you shortly.

NATASHA'S LAW IS NOW LAW

Natasha's Law is now law, coming into effect on the 1 October 2021. It covers allergen labelling. If you provide Hamper in your cottages this applies to you. PASC UK has prepared a Hamper Paper which covers what you need to do to comply with this.

The Hamper paper is available on the Reports page of the PASC UK website:
<https://bit.ly/3yiW2GX>

PASC UK WELCOME HAMPER PAPER, NOW THE MOVIE, WELL ALMOST...

We still have some spaces for this, and if there are more applicants than spaces we will just run it again shortly afterwards. Thanks

The PASC UK Welcome Hampers Paper has gone down really well, with almost 800 downloads in the first two weeks and lots of interesting points raised by Members.

We are therefore going to try something a bit different. We will be hosting a Zoom Meeting for Members on this, so not a webinar, a Zoom meeting where we can give you quick heads up, and then get straight into the questions and discussion amongst the participants, with all being able to see each other and speak, rather than typing questions into the chat.

In order for this to work we will need to limit the numbers to 25 in this first test instance. If this is successful and the feedback is good, we'll run it again so that all those who do want to take part can, over a reasonably short period of time.

The date: Wednesday 3rd November 2021

The time: 1130

How to apply for an invitation: Send an email to chair@pascuk.co.uk We'll need your, name and business name and email address to send the invitation link to. First come first served, if there are more we will hold a second zoom.

The PASC UK Hampers Paper report can be found on the new website here:

<https://bit.ly/3yiW2GX>

UPDATE ON SCOTTISH SHORT-TERM LETTING LEGISLATION

This from our colleagues at the ASSC.

The ASSC's proposals will achieve the policy objectives of the Scottish Government but in a more cost-effective and proportionate manner – and crucially, it will protect small tourism accommodation businesses while also responding to community concerns.

The ASSC's scheme does not undermine important components of licensing. In fact, it enables the inclusion of a fit and proper person test which can be added to the scheme in a similar manner to that seen with the Scottish Landlord Register.

The Scottish Government's plans were premised on ensuring basic mandatory conditions. Small businesses like self-catering already comply with numerous pieces of regulation but given their commitment to maintaining high-standards within their properties, and acting responsibly for the benefit of communities and visitors, they would be content to comply with additional conditions (for instance, the use of noise monitoring devices) where required.

Finally, in terms of overprovision, we believe this is ultra vires to the Civic Government (Scotland) Act 1982. This Act covers the safety of an activity, not the use of a property. Moreover, as the Law Society of Scotland and other stakeholders have highlighted, there is a conflation of licensing and planning matters in the Scottish Government's overprovision regime. Local authorities are already able to introduce a short-term let control area(s) to manage high concentrations of secondary letting.

You can read the details of their policy note on the ASSC's proposal for an exemption from short-term let licensing for registered accommodation here: <https://bit.ly/3AarhF2>

PASC UK are fully supportive of the ASSC position on this impending legislation.

HSE SPOT CHECKS

The Health and Safety Executive have announced that they are continuing to undertake spot-checks of businesses to make sure they are working safely with regard to coronavirus. The spot check programme provides expert advice during the calls and visits, advising businesses on how to manage risk and protect workers, customers and visitors. They are also working closely with local authorities, assisting them in the sectors they regulate such as hospitality and retail.

More detail here: <https://bit.ly/3abkdgR>

EPC's AND SHORT TERM LETS

A few raising this question again this week, do we need an up-to-date EPC for Holiday lets

The answer is no.

You can check in The Pink Book – p.26 ☺ Printed copy provided free of charge to all paid Members and also available free of charge as a download at <http://bit.ly/2LcvEbm>

Alternatively, if you need something more definitive, you can reference this on the Gov.uk website: <https://bit.ly/2WJZWMc>

FIRE CHECKS AT CHANGEOVER REPEAT

We have had numerous requests for a paper or a note that owners and agents can give to the cleaners to ensure that fire checks are taking place at each and every change over. Lots of reports of cleaners being resistant to checking fire alarms are working, this is probably the most common comment that we receive.

There is no law that specifically states that's your cleaner has to press and check the fire button every change over. There is a law however that says you have to have a fire risk assessment (FRA). In doing an FRA we would have to include checking safety equipment for it to be valid.

Imagine the very worst, your property burns down, and the guests are either injured or die. A full investigation would follow. If it were to be found that the fire alarms had been inoperable you would be both likely to be uninsured and liable.

It really isn't the biggest deal to press the buttons every changeover.

PASC UK has commissioned a short paper to cover this, and it is available on the website at: <https://bit.ly/3yiW2GX>

It's called: PASC UK Fire Checks at changeover.

Also available it's a simple spreadsheet but you could add to you cleaning checklist to cover fire safety aspects. Also available on <https://bit.ly/3yiW2GX>

END OF FURLOUGH AND SEISS

With the end of Furlough and the Self-Employed Income Support Scheme, all the guidance on the CJRS and SEISS has been updated accordingly.

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

<https://www.gov.uk/guidance/coronavirus-covid-19-what-to-do-if-youre-self-employed-and-getting-less-work-or-no-work>

There is also updated guidance for employees whose employer now has less or no work for them because of coronavirus. This signposts to:

- New Style Jobseeker's Allowance (JSA) if they're under State Pension age, unemployed or are working less than 16 hours a week on average, and have made enough National Insurance contributions, usually over the last 2 to 3 years
- Universal Credit if they or their partner are under State Pension age and you have £16,000 or less in savings – they might be able to get it at the same time as New Style JSA
- Pension Credit if both they and their partner have reached State Pension age

<https://www.gov.uk/guidance/coronavirus-covid-19-what-to-do-if-youre-employed-and-cannot-work>

UPDATED FINANCIAL SUPPORT FINDER

The Government's online business support finder has been updated in line with today's changes. It should be noted that while CJRS and SEISS ended today, there is still a significant range of support still available to businesses ranging from ARG grants, loans, business rates relief and training programmes.

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>

NATIONAL SELF-CATERING REPORTS LAUNCHED & AVAILABLE NOW

We have sent the reports to our contacts in Government and have numerous calls/zooms set up with MP's and officials to explain the importance of our sector. We have also sent out all the reports that have been ordered by Members to date. Thanks

Printed copies of these are now available for the UK, English and Welsh reports.

If you wish to purchase one, please send an email to admin@pascuk.co.uk with your name, business name and address and we will send one out with an invoice for £10. No VAT p&p included.

Free Downloads are available online:

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.

ENERGY SUPPLIERS REFUSING SOME SELF-CATERERS SUPPLY REPEAT **More information on this next week.**

To add to the woes already covered in the in the commentary some Energy suppliers have been refusing to continue to supply members this week. This had been pretty widespread last summer but seems to have gone away. This would incredibly unwelcome at this time when changing suppliers will likely be a complete lottery.

Two questions for you all:

1/ Have you had trouble maintaining supply or changing supply?

2/ Can any of you recommend any commercial switching companies to aid Members switching to get the best deal?

If you have any information on the above two points please do send it then to chair@pascuk.co.uk

WALES STATUTORY REGISTRATION SCHEME UPDATE.

We are well aware put the Welsh government is consulting widely on the self-catering sector. The Welsh government announce this week that they will be consulting with and interviewing stakeholders as part of this process.

PASC UK have been contacted and will be feeding in both verbal and written reports. This is the announcement from the Welsh government. If you have comments on this, please send to chair@pascuk.co.uk

Establishing a statutory registration or licensing scheme for holiday accommodation operators in Wales

Strategic Research & Insight (SRI), an independent Cardiff-based research agency has been commissioned by Welsh Government to interview stakeholders to explore establishing a statutory registration or licensing scheme for holiday accommodation operators in Wales.

SRI will be speaking to stakeholders in Welsh Government, local authorities and trade associations in Wales, as well as researching best practice in other countries, to consider:

- Whether developing a registration scheme or licensing scheme would be appropriate in Wales
- The options for how a scheme would be operated and delivered at national and/or local level
- Resources required for each of the best options
- How a scheme would support wider areas of Welsh Government policy such as housing and taxation
- Whether a scheme should merge or align with the existing Visit Wales grading scheme or follow the Rent Smart Wales model

There are significant potential benefits of the scheme, including a level playing field for professional and amateur accommodation operators, and a much better oversight of the sector to inform decision-making in tourism, housing, environmental health and taxation. We also recognise there are wider views and considerations that need to be explored.

As it will not be possible for SRI to speak to all tourism businesses as part of this work, please feed any comments you have through your representative body; these will help form the decision on whether a scheme is implemented, and if so, how.

If it is not possible for you to contact your representative body, please email anthony@strategic-research.co.uk with your comments.

We would welcome comments from Members who have self-catering businesses in Wales as part of this process, please send to chair@pascuk.co.uk

ENGLAND UPDATE NO CHANGE

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. NO CHANGE

It was confirmed that Scotland moved beyond Level zero on Monday 9th 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.

WALES UPDATE NO CHANGE

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.

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.

Hot Tubs

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

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

Any thoughts/comments/observations about website please send to chair@pascuk.co.uk

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 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

INDEX OF PREVIOUS NEWSLETTER CONTENT

Available from previous newsletters as marked.
These can be found on www.pascuk.co.uk

- Guest Cancellations and the role of Travel Insurance 24 Sept Newsletter
- PRS/PPL Update 24 Sept Newsletter
- PASC UK Ghosting paper Repeat 24 Sept Newsletter
- Possible Gas Supply Issues 24 Sept Newsletter
- TouchStay Webinar Recording 24 Sept Newsletter
- Carbon Monoxide Monitors 24 Sept Newsletter okay
- Don't Shoot the Messenger 17 Sept Newsletter
- Useful ACT photography Guide 17 Sept Newsletter
- One Night Holiday let Scam 17 Sept Newsletter
- MPLC Licences for Self-Catering 10 Sept Newsletter
- Natasha's Law, home cooked food in Hampers update 10 Sept Newsletter
- VAT Treatment as Rates change 10 Sept Newsletter
- Insurance Pay-outs and Tax 10 Sept Newsletter
- Welsh Government Three-Pronged Approach on Second Homes UPDATE 10 Sept Newsletter
- Welsh Government Consultation on Taxation of Second Homes and Self-Catering 10 Sept Newsletter
- Deadline for Southwest and Southeast Tourism Awards looms 10 Sept Newsletter
- CJRS Guidance Updated

- CJRS Statistics
- Claiming Back Statutory Sick Pay
- End of Temporary Insolvency measures
- Commercial Waste Collections
- Update on Business Rates vs Council Tax for Holiday Lets in England
- National Self-Catering Reports Launched and available now **UPDATE**
- Business Interruption Insurance, Deduction of Grants, Furlough and Business Rates **REPEAT**
- Ghosting Update **UPDATE**
- PRS/PPL Update **3 Sept Newsletter**
- DVD Libraries Warning **3 Sept Newsletter**
- Second Holiday Lets and Small Business Rates Relief in both **ENGLAND & WALES 3 Sept Newsletter**
- CJRS Guidance updated **3 Sept Newsletter**
- Scotland Short Term Licensing Act.
- Private Water Supplies **3 Sept Newsletter**
- Useful Reminders from Visit Wales **3 Sept Newsletter**
- Welsh Government Three-Pronged Approach on Second Homes **3 Sept Newsletter**
- New Online service for Self-Catering sector **27 August Newsletter**
- Water Abstraction licences review **27 August Newsletter**
- Thanks to SuperControl for Highlighting Value of Trade Associations **27 August Newsletter**
- VAT registered businesses, how you can help lobby for retention of reduced VAT **27 August Newsletter**
- Scotland Short Term Licensing Act. Action required. **UPDATE 27 August Newsletter**
- BBC Panorama programme. The Great British Staycation? **27 August Newsletter**
- Important and Urgent information for Sole Traders **27 August Newsletter**
- South West Tourism Awards Deadlines Extended **20 Aug Newsletter**
- Peak District and Derbyshire Tourism Awards launched **20 Aug Newsletter**
- Tourism Awards in England, see if you can enter **20 Aug Newsletter**
- Proposal for Edinburgh to become a Short -Term let control area **20 Aug Newsletter**
-
- CJRS Update **13 Aug Newsletter**
- Guests who won't leave, and the Fictitious Winter Let **13 Aug Newsletter**
- Crowdfunding,...thanks **13 Aug Newsletter**
- Changes to Self-Isolation Requirements in Wales **13 Aug Newsletter**
- Useful Tech for managing remote and larger properties **13 Aug Newsletter**
- Update on Commercial TV Licences for Self-Catering properties **13 Aug Newsletter**
- Guide Available on what to do if Guests get Covid at your Business in England **6 Aug Newsletter**
- Welsh Statement on International Visitors **6 Aug Newsletter**
- Welsh Government Three-Pronged Approach on Second Homes **30 July Newsletter**
- VAT Deferral Penalties **30 July Newsletter**
- Legionella **30 July Newsletter**
- Update on Review in England on Second Homes and Business Rates **23 July Newsletter**
- Wales Update (Who can stay currently) **23 July Newsletter**
- Welsh Government Three-Pronged Approach on Second Homes **23 July Newsletter**
- Guidance on Fifth SEISS Grant Updated **23 July Newsletter**
- Business Rates **Update** and Form VO6048 Update **23 July Newsletter**
- Welcome Packs for Guests **UPDATE 23 July Newsletter**
- Recording of 'Legal Obligations of a Holiday Let' Webinar available **16 July Newsletter**

- Working Safely During Coronavirus 16 July Newsletter
- Commercial TV Licence Refund due to Pandemic UPDATE 16 July Newsletter
- Sales Ban on Halogen Lightbulbs from September 16 July Newsletter
- Electric Vehicle Paper is Published plus discount on Installations 16 July Newsletter
- Logs in Holiday cottages 9 July Newsletter
- Package Travel Directive Review 9 July Newsletter
- Scottish Government to push ahead with Short-term Licensing Legislation 9 July Newsletter
- Scotland FM Lifts all Restrictions from Greater Manchester, Blackburn and Darwen 9 July
- Guidance on Fifth SEISS Grant 9 July Newsletter
- Possible Wales Grant support for some businesses 1 July Newsletter
- Updated format for reporting CJRS funding 25 June Newsletter
- VRBO Scam 25 June Newsletter
- Internet Acceptable Use Policy 25 June Newsletter
- Possible 4G internet Package UPDATE 25 June Newsletter
- England Groups Sizes Repeat 25 June Newsletter
- England Update 25 June Newsletter
- Scotland Update 25 June Newsletter
- Scotland Travel Restrictions from Manchester and Salford 25 June Newsletter
- Wales Update 25 June Newsletter
- Grant Distribution by Councils in England 25 June Newsletter
- Deferred VAT Guidance updated 25 June Newsletter
- Wales, General Update, Tourism Tax and Increasing Council Taxes 18 June Newsletter
- Wales, Possible Grants for Larger Properties 18 June Newsletter
- England ARG (Additional Restrictions Grants) update 18 June Newsletter
- Short Term Lets Registration Update 18 June Newsletter
- Which PASC UK Webinars are your priority 18 June Newsletter
- PASC UK Membership Packs UPDATE 18 June Newsletter
- Tourism Recovery Plan 11 June Newsletter
- VAT Deferrals, June 21 Deadline reminder 11 June Newsletter
- ICO Registration Update 11 June Newsletter
- New PASC UK Partnership with Visit England and the Pink Book 11 June Newsletter
- Updated Swimming Pool Guidance 11 June Newsletter
- England Update (Where Covid is spreading) 11 June Newsletter
- Indian (DELTA) Update England 4 June Newsletter
- Indian (DELTA) Update Wales 4 June Newsletter
- Wales Update 4 June Newsletter
- Indian (DELTA) Update Scotland 4 June Newsletter
- Travel Restrictions for English Guests coming to Scotland 4 June Newsletter
- Update on what you can and cannot do in Scotland 4 June Newsletter
- Four-day Bank Holiday June 2022 4 June Newsletter
- Case Studies on Capital Allowance Savings now available 4 June Newsletter
- More news on Superfast Broadband developments for “hard to reach” areas 4 June Newsletter
- Staff Shortages. RESULTS OF SURVEY 4 June Newsletter
- Travel Behaviour Indicator from Department of Transport 28 MAY NEWSLETTER
- Visit England Consumer Tracker 28 MAY NEWSLETTER
- ICO, Do Holiday cottage owners need to pay? UPDATE AND NEW FAQ's 28 MAY NEWSLETTER
- Scam email regarding SEISS Payments 28 MAY NEWSLETTER
- Staff Shortages 21 and 28 MAY NEWSLETTERS

- Paying back SEISS **28 MAY NEWSLETTER**
- Welsh Fire Service calls for holiday cottage owners to take action **28 MAY NEWSLETTER**
- Broadband in Hard-to-Reach areas, Consultations and Grants **21 MAY NEWSLETTER**
- What can open in England May 17 **21 MAY NEWSLETTER**
- Scotland Update **21 MAY NEWSLETTER**
- Wales Further Support Grants Update **21 MAY NEWSLETTER**
- Covid Travel Charter **21 MAY NEWSLETTER**
- Step 3 Posters England **21 MAY NEWSLETTER**
- Paying Back SEISS **21 MAY NEWSLETTER**
- CCTV Do you need a licence? Legal Note Published **14 May Newsletter**
- Business Rates in England and Wales, Form VO6048 **14 May Newsletter**
- Visit England Recovery Webinars **14 May Newsletter**
- English Tourism Week **14 May Newsletter**
- Self-Testing **14 May Newsletter**
- Interesting feedback on Mumsnet regarding Holiday Cottages **14 May Newsletter**
- Business Rates in Wales Update **7 May Newsletter**
- Confirmation of Relaxation of Restrictions in Wales **7 May Newsletter**
- Update on English Guests holidaying in Wales before 17 May **7 May Newsletter**
- Test and Trace in England **7 May Newsletter**
- MHCLG Review of Second Homes and Business Rates **7 May Newsletter**
- ARG update for England (grants for businesses on Council Tax) **7 May Newsletter**
- Trip Advisor reverses decision to take your Intellectual Property **7 May Newsletter**
- Waste Transfer Rules, and yes it applies to each and every one of you **7 May Newsletter**
- Health and Safety Executive Checks and Visits **30 April Newsletter**
- Which? Magazine review Covid Secure Schemes **30 April Newsletter**
- Covid Secure Business Poster see **23 April Newsletter**
- SEISS Repayment Guidance updated **23 April Newsletter**
- Companies House Guidance Updated **23 April Newsletter**
- Deferred VAT Guidance, further update **23 April Newsletter**
- **UPDATE** Questions about Self-Contained Accommodation and shared entrances England **See 9 April**
- **UPDATE** QR Codes and Recording guests contact details in England **See 16 April**
- Cookies and Privacy Policies will become out of date this summer **See 16 April**
- Revised Cleaning Protocols **See 16 April**
- England Restart Grants **Update See 16 April**
- New Member Benefit Buying Club **See 16 April**
- Fines for Non-Covid Compliance **See 16 April**
- Second Homes and the correct mortgage **See 16 April**
- How best to communicate all the changes to guests? **See 9 April**
- Wedding Show Rounds **See 9 April**
- CJRS Furlough Guidance updated **See 9 April**
- WIFI Support UK Gigabit Voucher launched **See 9 April**
- Ethical Low Commission OTA to launch in the UK **See 9 April**
- The PASC UK/ASSC Grants Survey is published **See 9 April**
- Checklist for opening properties **see 26 March**
- Updated Opening guidance in England **see 2 April**
- Update on Guest Numbers in Scotland **see 2 April**
- Wales Road Map **see 2 April**
- Wales Tourism FAQ's **see 2 April**

- General Wales Update **see 2 April**
- New Recovery Loans **see 26 March**
- England Restart Grants details **see 19 March**
- England Council tax-based Grants (ARG) (non Business Rates) **see 19 March**
- Definition of 'self-contained' accommodation in Wales. **see 26 March**
- COVID risk Assessments to enable you to open in Wales **see 26 March**
- Scotland Business Rates Grants **see 19 March**
- Additional Grant in Scotland for eligible Council Tax paying businesses **see 26 March**
- Scotland Road Map **see 19 March**
- Opportunists reletting your property without your knowledge **see 26 March**
- HMRC to launch consultation into holiday lets and Business Rates **see 26 March**
- VAT Deferral scheme updated **see 26 March**
- Other TAX reviews coming up from HMRC **see 26 March**
- Business Rates Review, Interim Report **see 26 March**
- Business Show Rounds **see 26 March**
- Key Lobbying Objectives **see 26 March**
- FCA Business interruption Policy Checker and FAQ **see 26 March**
- 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

Alistair Handyside MBE
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Professional Association of Self-Caterers UK

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.