



Professional Association of Self-Caterers UK NEWSLETTER 26 November 2021 Issue 86

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SUPPORT GUIDELINES

We still get 60+ emails a day, plus 25+ 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 LinkedIn
- 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, a huge thank you for your support whilst we were away, it was very much appreciated. We have almost caught up with all the emails and phone messages, but if you have not had a reply on anything by Monday, can you please let us know, as we have either missed it or the message did not arrive. We had a brilliant break and did not have guests in whilst we were away which is a policy that we will continue with if we cannot find really good cover.

Covid is back in the headlines, as another new variant is discovered in Southern Africa. Some European countries are going back into lockdown, and in some areas, this has brought furious protest. In the UK there still appears to be no appetite for further lockdowns, but we will be keeping a close eye on developments. It's worth noting that this week's R Number and Growth Rate are, respectively, 0.8 to 1.0 and -2% to 0%. These are the lowest figures since 24th September

<https://www.gov.uk/guidance/the-r-value-and-growth-rate>

The Scottish and Welsh Governments have continued what begins to look more like a Crusade against our sector than Reviews and Consultations. We feared this way back in the early summer, but it still does not cease to amaze how they can focus so much time and energy on this when we should be focussed on recovery. The lobbying goes on.....

The first day back at work was Monday, when we were invited to give an update on what PASC UK is up to at the Farm Stay Conference in Stratford upon Avon.

It really is remarkable what these Membership organisations can achieve, and the Farm Stay Members present, including a good number of PASC UK Members, were in good spirits.



The Cookie Policies are continuing to be very popular with over two hundred supplied to Members already, please see note below on these, and yes they do apply in both Scotland and Wales as well as England.

Don't forget the Webinar next week on Wednesday, when we will be looking at Cancellation Policies, with particular reference to guest cancellations because a party member gets Covid.

We are also going to run another zoom meeting on Hampers after the success of the first one, and are opening this one up to non-members too.

Once again thanks very much for your support whilst we took a break, we hope that you can try and make some time for yourselves after the long and busy season, you deserve it!

Many thanks and stay safe.

ONLINE AUCTION TO SUPPORT LOBBYING ACTIVITIES

The PASC UK chair is also Chair of the SW Tourism Alliance (SWTA). This organisation raises all its funds through fund-raising Dinners held at Higher Wiscombe and online auctions run in parallel. All the money raised goes to support lobbying on key issues for the Tourism sector.

How can you help? Click on the link below and bid for any of the lots displayed. All the money raised from these lots goes to fund the activities of SWTA, no-one gets paid for representing it.

Bid here: <https://bit.ly/2Zeyxmy>

There are many amazing lots including hotel stays, hampers, flights, Sunday lunches, numerous bottles of Gin and Champagne and much more being added all the time. The auction closes at

2100 on Tuesday 30th November. We will publish the sum raised next week, but at the time of typing this newsletter it was at £1250.

PASC UK LEGAL TERMS WEBINAR INCLUDING CANCELLATION POLICIES

FREE TO ALL

Hosted by SuperControl <https://supercontrol.co.uk>

Date: 1 December 2021

Time: 1100 BST

Register here: <https://bit.ly/3jlOzIK>

The webinar will be recorded and made available on the PASC UK website.

This webinar will focus on Cancellation Policies, Terms and Conditions, Cookie and Privacy Policies. All vital to protecting your business interests.

We will be covering the following areas.

Intro.

Alistair Handyside Chair: PASC UK. www.pascuk.co.uk

What's the current volume of Guest cancellations?

Robert Kennedy, Director SuperControl <https://supercontrol.co.uk>

Cancellations in a post lockdown era.

Post Covid Lockdowns and restrictions on guest group sizes, whether guests can cancel or not remains one of the most common questions received by PASC UK. An updated cancellations paper is being written to coincide with this webinar, to update you on the "cans and cannots" covering this tricky area. Jointly presented by Thomas Chartres Moore (Tom), Partner Intellectual Property, Information Technology and Data Protection from Stephens Scown Solicitors and Alistair Handyside, Chair of PASC UK will help you understand how to navigate your business through this area.

<https://www.stephens-scown.co.uk>

Terms and Conditions.

Tom from Stephens and Scown will then give a brief talk on Terms and Conditions with some key tips as well as answering your questions on this subject. PASC UK have negotiated a special deal with Stephens and Scown to prepare Terms and Conditions specific to your holiday let business.

<https://www.stephens-scown.co.uk>

Cookie and Privacy Policies

PASC UK have commissioned Stephens and Scown to write updated Cookie and Privacy policies for paid up PASC UK Members, this section will cover why this seemingly innocuous subject is so important, with more dark arts internet activity tracking out of date policies and effectively blackmailing owners. This will also be presented by Tom, and the policies will shortly be available from PASC UK for paid up Members

www.pascuk.co.uk

Panel Questions.

After the presentations, participants will be able to ask questions of the panel which will include all the above speakers.

NEW COOKIE POLICIES READY

These are now available to paid up Members. They will not be on the website until we have a private Members area. To get your policies, please send an email to chair@pascuk.co.uk stating your name and your business name and we will send them to you directly. These policies apply to England, Scotland and Wales

PASC UK has commissioned Stephens Scown Solicitors to write Cookie and Privacy Policies for PASC UK Members. Why is something that is so innocuous at the top of the newsletter?

We are getting an increasing number of reports that business owners are being targeted by people who are checking to see if our Cookies and Privacy Policies are legally compliant. If they are not, they effectively blackmail you by asking for compensation for the hurts that they have suffered as a result. This is instead of reporting you and seeking redress that way.

There have been some changes expected for these policies as a result of the UK leaving the EU and we were waiting for these changes in order to come into effect before commissioning new Cookie and Privacy Policies. However, with this recent threat emerging we will be publishing current versions imminently, and then when any changes are made, we will get the policies updated and made available to Members.

PASC UK are paying for these policies to be written by solicitors and are bearing the cost of this. As a result, these policies will only be available to paid up Members. Getting these professionally written would cost owners more than any level of PASC UK Membership.

STATUTORY REGISTRATION CONSULTATION UPDATE ENGLAND

DCMS, the Government Department responsible for this Consultation, has not yet announced the date that the Consultations will open, or the terms of reference. They had previously said that this would be in November, but that seems unlikely now. We are pressing for the earliest start possible.

We have been working away in the background with over 40 other associations and destinations to come up with a proposal for how any such scheme would work. PASC UK operate as the secretariat for this group.

We want a scheme that supports the efforts of responsible and conscientious property owners, property managers and self-catering agents that ensure properties are legally compliant, and that those that list on OTA'S also have to comply, creating a level playing field. We don't want any more laws and rules, just the ones that already exist to be equally applied and enforced.

This short piece will be appearing in the next edition of AA Quality matters, which is sent to all who use the Visit England and AA grading schemes. Thanks for that. Anyone has any input they would like to make regarding Statutory Registration in England, please send your comments to chair@pascuk.co.uk

ALISTAIR HANDYSIDE MBE, EXECUTIVE CHAIR, PASC UK

Statutory Registration: an opportunity for self-catering businesses



Launched earlier this year, the government's Tourism Recovery Plan stated the following: "The government will also launch a consultation on the introduction of a Tourist Accommodation

Registration Scheme in England". This Consultation will launch shortly.

PASC UK (The Professional Association of Self Caterers) is the secretariat over 40 Tourism Associations and Destinations working together to demonstrate how we think a Statutory Registration Scheme should work.

It must bring benefits to businesses and consumers alike – it's also likely to be operated by local councils, who'll need funding to manage any scheme. The scheme must

be robust enough to ensure a level playing field, so that businesses are able to compete with similar establishments that also have insurance for their guests, Fire Risk Assessments, and all the other legal elements we have in place. This would mean that 'casual' businesses have a choice between dropping out or complying. Our instinct is that most 'casual' businesses would simply withdraw.

Such a scheme would have a positive impact both on making the sector safer for guests, and

generating increased bookings for safe and legal businesses at more competitive prices. If you have any comments on how the scheme might work, please send to chair@pascuk.co.uk



www.pascuk.co.uk

BIOMASS BOILERS AND RHI PAYMENT ISSUES

A good number of Members have Biomass heating systems, particularly if there are several letting properties on a single site. We are hearing that getting the RHI payments for these is increasingly problematic for some Members as a result of Ofgen working from home during the pandemic. We certainly have found this. If you have had any problems with getting your payments, please can you let us now and we will see what can be done to find ways to resolve this.

In confidence to chair@pascuk.co.uk

ANOTHER ZOOM MEETING ON HAMPERS AND NATASHA'S LAW

The zoom meeting that we held for Members to discuss hampers was very successful with excellent feedback. So we will be repeating it. This time it will be open to non-members too, although Members will be prioritised. We can manage a maximum of 30 participants in this open meeting format (it's not a webinar, everyone can see each other and everyone can speak). Chatham House rules apply, so these meetings are not recorded.

Could you please let us know if you wish to take part in the next one of these and we will organise a date. Just give your business name and whether you are a Member or not, we would anticipate being able to have all join the meeting, if not we'll hold a second one shortly afterwards 😊 Send to chair@pascuk.co.uk

INSURANCE COMPANIES IN THE SELF-CATERING SECTOR (WORK IN PROGRESS)

With everything that has gone on with insurance for Self-caterers during the pandemic one of the most frequently asked questions is about which insurer we recommend.

PASC UK does not recommend any insurer. However, there are several key players in the field of self-catering insurance.

The first point that we would make is that you choose a policy that is geared to letting short term lets on a professional basis, and not a policy which is no more than a 'tweaked' home insurance policy which so many are. This makes them look excellent value for money, but if the cover is poor if they don't pay out, they are a waste of time.

The second point is to ensure that you have the cover that you are looking for. You won't find the words 'covered for Covid' in these policies going forwards in our view. You should for example, look for appropriate cover for pools, hot tubs or thatched properties if you have them and look for exclusions to cover.

The main players are as follows. Please let us know if you have a dedicated Self-Catering policy from any others and how they fared during the pandemic, and we'll update this section.

Gallagher's RSA Cottagesure

This is one of the most established policies on the market. Good reputation over a long period. RSA initially refused Covid cover. They lost at the Supreme Court in January 2021 so most claims settled. RSA one of the first to agree not to deduct grants from pay-outs.

<https://cottagesure.co.uk>

Boshers

They do not appear to have paid out at all for Covid related claims, (unless anyone knows different) but have been established for 30 years and previously had a decent reputation.

<https://www.boshers.co.uk/holiday-home-insurance/>

NFU Mutual

NFU Mutual normally have a really good reputation amongst policyholders. They have though had a challenging Covid. Their cheaper Home and Lifestyle policy paid out for Covid, but the more expensive policy did not (unless anyone knows differently).

They were the last major insurer to keep deducting Grants from pay-outs although thankfully they reversed this policy. Their Cancellation Advance Bookings add-on is a really good add on and we are trying to get others to offer similar.

Check Pool and Hot tub cover particularly with these policies as we have heard cases of them not allowing solo use.

<https://www.nfumutual.co.uk/insurance/home-insurance/>

Schofields

Did very well in the pandemic, paid out for Covid (unless you know different) and their underwriters were the first to say that they would not deduct Grants from pay-outs.

<https://www.schofields.ltd.uk>

If you have any comments, feedback or think others should be on the list and why? Please email chair@pascuk.co.uk

PRS/PPL UPDATE

We continue our dialogue with both PRS and PPL to try and improve the way that these licences are dealt with and are awaiting an update from them post our most recent meeting. Our goal remains simple.

- We want it made clear why owners have to pay and some clear FAQ's regarding the licensing
- We want a clear self-catering tariff not use the hotels scheme

- We want consideration that hotel use is different than self-catering use. In self-catering guests may play no music at all, whilst in a hotel music is constantly played
- We want an improvement to the call centres methods of operation

We accept that licences need to be paid, music is being played in a commercial setting, the guests are paying for our accommodation. If we go to a friend's house for dinner, music played and drink supplied is not in a commercial setting, it is private, no licences needed. Once money changes hands for the accommodation both the music and the alcohol included in the price need licensing.

However, we want the system to be improved and we have gained commitment on the training side of the call centre and hope to have something specific on that shortly and are working with the PRS/PPL to try and clear the other points on our list. They have assured us that if anyone overpays due to the current situation, they will be credited when full clarity on pricing emerges.

Further updates will follow.

FURNISHED HOLIDAY LETTING (FHL) CONDITIONS DURING COVID UPDATE

Really useful short note explaining how to treat 2021 with Covid restrictions in place as regards meeting your days letting conditions. This note comes from Ross Martin www.rossmartin.co.uk who have more useful resources on their website. Our thanks to them.

Article here, plus much more: <https://bit.ly/3rc9XOX>

HMRC have updated the 'Property Income Manual PIM4110' to provide further COVID-19 related guidance on meeting the Furnished Holiday Letting (FHL) conditions in 2020-21.

It was previously announced that when considering whether a Furnished Holiday Letting (FHL) Period of grace election could be made for the 2020-21 tax year, unforeseen circumstances would include where the 105-day letting condition was not met due to COVID-19 measures such as enforced closure due to lockdown or travel ban.

Details of Period of Grace Election information here: <https://bit.ly/312OCNp>

- A period of grace election only assists taxpayers in meeting the 105-day letting requirement.
- This announcement left some questions over meeting the 210-day availability condition in 2020-21 as extended periods of national lockdown prevented domestic holidays.

HMRC has updated its Property Income Manual, at PIM4110, to clarify that, "For the tax year 2020-21 the availability condition is satisfied if the person has made the property available for letting as furnished holiday accommodation for at least 210 days in the year even if COVID-19 restrictions prevented the property from being used."

As has always been the case, any days where the taxpayer occupies the property themselves may not be included when considering if the 210-day test is met. This exclusion has also been extended to include 'other circumstances such as a period of renovation'.

PASC UK says.

This looks like a practical solution for English FHL's.

WALES SECTION

No changes to COVID rules as First Minister thanks Wales for helping to bring case rates down

First Minister Mark Drakeford has thanked people throughout Wales for their hard work to help reduce record-high coronavirus case rates over the last three weeks.

He confirmed (18 November) there will be no changes to coronavirus rules following the latest 21-day review.

Wales will remain at alert level zero, which means all businesses are able to open and trade.

And the COVID Pass will not be extended to hospitality settings in this 3-week cycle.

Read the announcement in full on <https://bit.ly/3oVZW5U>

PILOT SCHEME ANNOUNCED TO TACKLE SECOND HOMES IMPACT IN WALES

Climate Change Minister Julie James has just revealed details of a pilot scheme to tackle the impact second home ownership is having on some Welsh communities.

Speaking in the Senedd, the Minister confirmed the pilot will bring together a range of actions to address the impacts large numbers of second homes and short-term holiday lets can have.

The Minister told MSs that Dwyfor had been chosen for a pilot which will launch in January with support from Gwynedd Council.

The first phase of the pilot will build on the practical support Welsh Government is already providing to address affordability and availability of housing and will be tailored to suit the needs of people in the area. More details will be confirmed following the Budget, with the Minister keen to look at shared equity schemes, rental solutions and what we do with empty homes.

Two dedicated posts will support delivery of the pilot in the areas to link the interventions, engage with communities and maximise the impact.

The Minister also launched a consultation on proposed planning changes.

This will seek views on the use of 'class order' in planning which would allow local planning authorities to require planning applications for additional second homes and short-term holiday lets in areas where they are causing significant difficulties for communities.

The consultation will shape the second phase of the pilot which could involve making changes to planning, taxation and tourism systems.

Speaking in the Senedd, Minister for Climate Change, Julie James said:

"We want young people to have a realistic prospect of buying or renting affordable homes in the places they have grown up so they can live and work in their local communities.

"High numbers of second and holiday homes in one area can threaten the Welsh language in its heartlands and affect the sustainability of some rural areas.

“We are a welcoming nation and tourism is a major part in our economy bringing jobs and income to many parts of Wales. But we don’t want ghost villages in seasonal holiday spots – places where no one’s at home in the winter months.

“These are complex issues and there are no quick fixes. What may be right for one community may not work for another. We will need to bring forward a range of actions, there is no one silver bullet here!”

In addition, the Minister for Education and Welsh Language, Jeremy Miles announced the launch of a consultation on additional measures tailored specifically for those communities in which the Welsh language is widely spoken.

This will form the basis of the Welsh Government’s Welsh Language Communities Housing Plan, and will play an important part in maintaining Welsh-speaking communities as places that facilitate the use of the language.

Read the announcement in full on <https://bit.ly/3oYPKd2>

PASC UK comment:

We are supposed to be in a consultation period with the Welsh Government on various aspects of the self-catering sector in Wales. One only closed a week ago and we are still responding on Tourism Tax, Statutory Registration and more. It does seem strange that with a to do list as long as anyone’s arm to aid businesses recover from Covid, so much energy is being thrust at this sector.

We are particularly worried by the threat of a ‘class order’ being utilised. We need to ensure that there is complete transparency on any such legislation and implementation, so that any decisions are evidence based. Suggesting that self-catering in Wales is having a major impact on the usage of the Welsh language simply does not bear scrutiny.

As always, we welcome comments and thoughts on this as we continue to lobby the Welsh Government on sustainable change. Send to chair@pascuk.co.uk

IS YOUR BUSINESS IN A DARK SKIES RECOGNISED AREA OF WALES?

Wales has some of the best places in the world for stargazing and it’s an experience people of all ages can enjoy. In light of this, Visit Wales have added a ‘dark skies’ filter tag; which means that if your business supports a dark skies officially recognised area you can showcase this through your listing on visitwales.com.

Simply, log into the product listing tool, scroll down to the heading ‘Visit Wales Tags’ and tick the ‘dark skies’ box then we’ll review those tagged businesses to ensure that they align with the Dark Sky areas and activity.

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

You can update your Visitor, Travel Trade and Business Events listings at the same time.

WORKING SAFELY DURING CORONAVIRUS GUIDANCE UPDATED

Despite the easing of almost all restrictions, the primary guidance for businesses in various sectors regarding rules and restrictions, and safe working practices is still “live” and has been updated. The updates are as follows:

- **Hotels and guest accommodation**
Most Sections of the guidance have been updated to improve readability, with minor changes to information in sections on priority actions, what this guidance covers, managing risk, what to include in your risk assessment, going to the workplace, and reducing contact for workers. Additional information added to sections on ventilation, people who need to self-isolate, COVID-19 cases in the workplace, and equality in the workplace.

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

SCOTTISH GOVERNMENT LICENSING PROPOSALS PUBLISHED

Sadly, despite intense lobbying by the ASSC, The Scottish Tourism Alliance and many others, The Scottish Government has chosen to push ahead with their proposals for the short-term letting sector with very few changes made.

There is all the detail, and comments on this from such diverse organisations as the Institute of Licensing, Law Society of Scotland, many Councils and many, many more.

Scottish readers of this newsletter should read this page in its entirety to show just how much opposition there is to this, even from outside our sector.

The information is here: <https://bit.ly/3113YS4>

The ASSC's conclusion is as follows:

The short-term letting and wider tourism industry has repeatedly called for the Scottish Government to listen to expert industry concerns and to opt for a more flexible, proportionate, and business-friendly registration scheme.

Scottish self-catering is a vital part of the country's world-famous tourism offering and Scotland is well-renowned as having some of the most stunning and welcoming places to stay.

If licensing is brought in, especially in the context of the COVID-19 pandemic which has decimated the industry, there is the real possibility that many small businesses may see their livelihoods threatened.

- **New licensing schemes appear to be the last thing that local authorities need in terms of financial resource or manpower.**
- **A one size fits all approach is not supported by local authorities.**
- **Local Authorities should not be additionally burdened at this time or in the foreseeable future.**

We fully support the ASSC's work on this.

SCOTTISH SHORT-TERM LICENSING, NEXT STEPS

The Scottish Government have published the following:

Consultation Report: <https://bit.ly/310Lst8>

Business and Regulatory Impact Assessment: <https://bit.ly/311m32m>

The Scottish Government press release: <https://bit.ly/3cPWvlh>

In terms of the next steps, the regulations will now have to be approved by MSPs at the Scottish Parliament, including at committee level. The ASSC will continue to engage with MSPs and the Government in the weeks ahead and PASC UK will endeavour to keep you updated with all relevant developments.

It is really is desperate that the Scottish Government should be pushing this over-bearing legislation through now, especially as the sector is only just coming out of the worst crisis it has ever faced.

PUBLIC GUIDANCE ON TESTING HAS BEEN CHANGED

It is worth noting that the primary guidance for the public on staying safe from coronavirus has been updated with the removal of the guidance for people to take twice weekly LFTs and instead adopt a “risk-based” approach to testing which is based on their vulnerability and the type of setting that they are visiting.

<https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do>

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 has ended, 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>

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 PLEASE SEE NOTE ABOVE

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.

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

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. <https://bit.ly/3ptd4RU> 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://bit.ly/3ptd4RU>

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

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

Best regards

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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.