



Professional Association of Self-Caterers UK

PASC UK NEWSLETTER

11 October 2022 Issue 131

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COMMENTARY

Priorities continue as before, VAT and Business Rates Cut, support for Welsh owners being 'fined' for not achieving 70 days let in the pandemic year, and what support will there be for oil and LPG for businesses.

You should all have received your 2022 Membership Packs by now, if you haven't let us know, if any details were wrong, please also let us know and we can amend and resend.

We now have a confirmed date of the Access Webinar, see below. Huge apologies for the inconvenience of having to reschedule this.

Your comments and feedback are always welcome, please send to chair@pascuk.co.uk

Wishing each and every one of you all the very best at this challenging time.

Alistair

GOVERNMENT SUPPORT FOR ENERGY BILLS UPDATE 11 Oct

There is still limited information available about what precise form the support will be, particularly for LPG and oil. We are told that Government and Energy Company meetings are continuing, prior to full detail being revealed. We are chasing for information on what business support there may be for oil, LPG and wood pellets.

All the information we have currently was posted in the 4 October Newsletter which includes examples and FAQ's can be found and downloaded from here:

<https://www.pascuk.co.uk/newsletters/>

CAN WE CHARGE GUESTS EXTRA FOR ELECTRICITY?

Lots of questions repeated again this week about how to pass on electricity charges to guests. As always, it's a bit complicated.

Firstly, you cannot charge more for the electricity than you pay for it. With one exception. That is for EV charging.

It is possible to charge extra for this. See <https://bit.ly/3Kzfgjd>

Charges should be reasonable, and this enables you to also cover any commissions that apps may charge to measure and charge for the EV Charging.

Returning to the general energy use in the holiday cottage, if you are going to charge the guests for the electricity that they use, you will need to be able to actually measure the usage and you must have notified the guests at the time of booking and in your Terms and conditions that you are going to do this and how you will do it.

You cannot retrospectively add a charge for anything after the booking has been made without the explicit consent of the guests.

You'll also need to consider how this might look on your advertising. "Luxury cottage in the Cotswolds from £500 per week Plus heating" does not have a great ring to it.

Showing your guests the meter reading on the way in and then again on the way out is also going to be tricky and could well have a negative impact on repeat bookings.

This is going to be a hugely difficult balance to get right. Guests won't like being charged more, they won't like being charged separately, and they won't like being told to go easy on the energy. We are all going to have to find ways to adapt strategies to deal with this and try and muddle through 😞

- We will have to try and increase prices where possible
- Reduce energy use by utilising low energy appliances, consider installing renewables?
- Communicate with guests about the pressure that you are under, how your objective is for them to have a great value holiday. Ask guests to be considerate, give examples as to how they can help.
- Maybe consider a reasonable 'energy allowance' as part of the price?
- Contact the PASC UK Buying Club's energy department to make sure that you are on the lowest rate possible.

All suggestions are welcome, and we will share any that you have sent in next week.

POWER CUTS, WHERE DO WE STAND WITH GUESTS?

Getting asked about what happens if we have power cuts and what guests' rights may be.

Starting with insurance, even if we have good Business Interruption cover this will not cover the power cuts that are making the headlines. They would cover for example where power lines come down in storms but not ones caused by national shortages.

What is says in the Cottagesure Policy is as follows:

Failure of Public Supply

Loss as a result of failure of the public supply of

- a) electricity at the terminal ends of the supply authority's service feeders at the Premises
- b) gas at the supply authority's meters at the Premises
- c) water at the supply authority's main stop cock serving the Premises

I have checked this with an insurance specialist, and this does not cover national outages, just breakages.

It's also worth pointing out that IF power cuts happen, and that is by no means certain, they are more likely for gas than electricity. Not great but at least the lights might stay on and alternative heating can be provided.

Some may have Force Majeure clauses in your Terms and Conditions which may offer some protection. See short article about this here: <https://tmsnrt.rs/3rGW0aS> where it says to be effective, it needs to be fully defined. So unless you have Power Cuts specifically detailed it may not help.

Thinking about 'best practice' and maintaining guest goodwill and stopping poor reviews, it's worth deciding upon what kind of strategy you will adopt under various circumstances.

A short power cut of say a couple of hours would not entitle anyone to a full refund for example. If you can provide alternate lighting (not candles, that will 99% violate your insurance) and perhaps some board games, packs of cards, then that's a really good start.

A longer power cut though will be problematic. If guests have paid for a three-night weekend luxury spa retreat with hot tub and sauna, and there's no power or heat, then the guests is much more clearly going to be looking for compensation. To be fair, in reverse and it happened to us we would too. Best practice in this exaggerated example is probably a full refund ☹️

Everything else lies somewhere in the middle. You can mitigate against the loss in many ways, providing alternate sources of light and heat (check insurance), suggestions of what can be done onsite and locally when power cuts are in place.

We also need to think about ways to check everything if power cuts do occur. Not everything will switch back on correctly, heating, WiFi, ovens to name a few, and we'll need a checklist to make sure that these check's take place. This will of course be much more difficult for remote owners to carry out.

Worth repeating that there is a only a very small likelihood of power cuts currently, so we are just bringing it to readers attention, so that they can make a plan.

MAJOR COUNCIL INTERVENTION ON HOLIDAY LETS ON ISLE OF WIGHT

We will provide an update on this next week as the Council Session timed out. It is expected to be rescheduled shortly. We are going to contact all Isle of Wight Members for a private meeting on this development.

This last week has seen a major intervention by the Council on the Isle of Wight that will impact a huge proportion of self-caterers on the island.

Essentially, they are seeking to get Council and Panning Inspectorate approval to make it mandatory for all holiday lets, operating for more than 140 days per year, to apply for Planning Permission to operate as holiday lets.

Firstly, it's worth noting that on an individual basis it is possible for a Council to insist on an individual owner applying for a change of use, whereby the obvious primary use is commercial, holiday lets, not residential. We have heard of this particularly where properties in residential areas have cause local noise disruption. Unsurprisingly in those cases, planning to operate as a holiday let is rarely given.

It's a theme that we are going to see repeated across England, Wales and Scotland are already either putting Licensing into effect or plan to do so. This is not dissimilar but more by the back door.

We are seeking more detail on this intervention, and to see the working papers and evidence that The Isle of Wight Council and will give a fuller update as soon as possible. I have not been able to find the details of this on the Isle of Wight Council website pre publishing this newsletter, just newspaper reports from Members.

This should be of concern to all operators that operate under Residential Planning consent, especially in the more toxic areas of England, such as Cornwall, Cumbria and the East Coast.

Further update next week. Here's the newspaper article,:

<https://www.islandecho.co.uk/islands-rental-market-has-shrunk-by-almost-85-since-the-start-of-covid/>

NEW PASC UK WEBINAR PROGRAMME FOR OCT/NOV UPDATE

We will be adding to the Webinar programme in October/November over the coming weeks. Previous webinars can be viewed on the PASC UK Website at: <https://www.pascuk.co.uk/webinars/>

NOTE NEW DATE IN NOVEMBER FOR ACCESS WEBINAR

1/ OPEN WEBINAR TO UPDATE SELF-CATERING IN WALES

Open to all. Will recorded and placed on the PASC UK website

Date: Monday 17th October 2022 1100-1230

This webinar will cover all the various interventions that the Welsh Government has introduced this year, including the 182-day rule, Tourism Levy, changes to how Business Rates are assessed and the recent fiasco penalising self-catering businesses for missing 70 days let during the pandemic restrictions. We will bring together a panel to update you on what is happening, what is being done about and what operators can do to help. Limited to first 500 registering.

Panel:

- Adrian Greason Walker, Director Wales Tourism Alliance
- David Chapman, Director UKH Wales Branch
- Alistair Handyside, Chair PASC UK
- More TBA

Register in advance for this webinar:

https://us06web.zoom.us/webinar/register/WN_2jgvfKyRTeuk-dtVq7KNVQ

After registering you will receive a confirmation email containing information about joining the webinar.

2/ MEMBERS MEETING ON SETTING PRICES

Members only, will be recorded for Members.

Date: Wednesday 19th October 2022 1100-1200

This meeting will cover various strategies to help Members set their pricing going forwards. We will be pulling together a panel of experts to guide Members through these. Limited to first 100 registering.

Panel:

- Alistair Handyside, Chair PASC UK
- Robert Kennedy, Director SuperControl

- Kelly Odor, Marketing Director, Bookster
- Further panellists TBC

Register in advance for this meeting:

<https://us06web.zoom.us/meeting/register/tZUvce6hpjovHNNYWzclslxB1gJm3BlSiZl>

After registering, you will receive a confirmation email containing information about joining the meeting.

3/ MEMBERS MEETING ON GUEST COMPLAINTS AND GUEST BEHAVIOUR 2022 STYLE

Members only, will be recorded for Members.

Date: Tuesday 25th October 2022 1100-1200

There does seem to have been a significant change in guest behaviour post reopening after the pandemic. Much more on this next week. This Members meeting will try and cover the various aspects of this, what should be in your Terms and Conditions, what effect 'Rules' might have and how to prepare strategies in the event of complaints or problems with guests. Limited to 100 Members, first come first served.

Panel:

- Alistair Handyside, Chair PASC UK
- Tom Chartres Moore, Partner, Stephens Scown Solicitors
- Further panellists TBC

Register in advance for this meeting:

<https://us06web.zoom.us/meeting/register/tZMpduChpj0tHtMaCcmicPAYyuaR86FqFaJQ>

After registering you will receive a confirmation email containing information about joining the meeting

4/ GENERAL MEETING ON SETTING PRICES

Open to all. Will recorded and placed on the PASC UK website

Date: Thursday 27th October 2022 1100-1200

This webinar will cover various strategies to help Members set their pricing going forwards. We will be pulling together a panel of experts to guide Members through these. Limited to first 500 registering.

Panel:

- Alistair Handyside, Chair PASC UK
- Robert Kennedy, Director SuperControl
- Robin Morris, Managing Director, Bookster
- Further panellists TBC

Register in advance for this webinar:

https://us06web.zoom.us/webinar/register/WN_icahhRTNQ7OcdurXhmsclQ

After registering you will receive a confirmation email containing information about joining the webinar.

5/ WEBINAR ON HOW BECOMING AN ACCESSIBLE BUSINESS CAN BOOST BOOKINGS

Open to all.

Date: 29 November at 1100-1230

This will be recorded and the recording placed on the website.

The Accessible market in the UK is substantial, and few owners focus on this area. This webinar will bring together the data on the size of the market, and steps that you can take to be able to offer this as a selling point of your business.

Ross Calladine leads on Access at Visit England, Annette Burgess is a recognised access expert in Hospitality and both Diane and Cheryl run award winning accessible accommodation and will all be able to share their tips on how to either enter or improve your offer to serve this market.

Chair: Alistair Handyside, PASC UK

Speakers:

- Ross Calladine, Head of Business Support. Visit England.
- Diane Howarth. Owner. Cottage in The Dales
- Cheryl Dixon. Owner. Northayne Holiday Cottages
- Annette Burgess. Visit England Assessment Services

This webinar will be recorded and placed on the PASC UK website

Open to all readers of this newsletter.

Topic: PASC UK Accessible Webinar

Register in advance for this webinar:

https://us06web.zoom.us/webinar/register/WN_Dflqt_88So-bj-FI5dtvHg

After registering, you will receive a confirmation email containing information about joining the webinar.

UK HOSPITALITY SURVEY. PLEASE TAKE PART BEFORE OCTOBER 18

From our colleagues at UK Hospitality....

Following a tough summer of uncertainty for businesses and a dramatic start to the new Government, there is now a semblance of policy stability.

To get a sense of how the sector feels about the future and help identify the effectiveness of policy announcements to date and what more needs to be done, UKH and other trade bodies are conducting a Survey of member businesses.

As always, all survey data will be treated confidentially and only aggregated data will be used and it should take no more than 10-15 minutes. The results provide an invaluable asset and will be used with Government, shared with members and where appropriate, with the media.

Our aim is to make these surveys quarterly and more consistent to ease the burden on those filling them in and have a bit more predictability. The Government feedback from previous survey results has always been positive, and the data our sector provides is gold-standard and is making a difference to policy decisions.

We greatly appreciate your time to complete the survey - it really does make a difference!

The deadline for responses is 7pm, Tuesday the 18th of October.

Please complete the survey here:

https://cgastrategy.eu.qualtrics.com/jfe/form/SV_1N3uhxd7rDKl0rk

FCA WARNS INSURERS OVER DELAY TO COVID INSURANCE CLAIMS

One eagle eyed Member spotted an article in the Times that reveals that the FCA is getting frustrated with the delays by some insurers processing Covid insurance claims and is threatening further action.

Article here: <https://bit.ly/3rIZFVP>

We also had a flurry of calls on that issue the same week from Members saying that their claims were very delayed. If you are affected you should complain to the Ombudsman and also directly to the FCA.

HAVING TROUBLE GETTING POSTAGE FOR RETURNS FROM GUESTS?

A common thread that comes up is returning items to guests after their stay. I would guess that we are all familiar with the 'left my phone charger behind... would you pop it in the post for me?' requests.

This is generally accompanied by a statement that they will pay for the postage, which then miraculously does not happen unless we chase, and most of us either haven't got the will or time to chase what might appear to be small amounts of money.

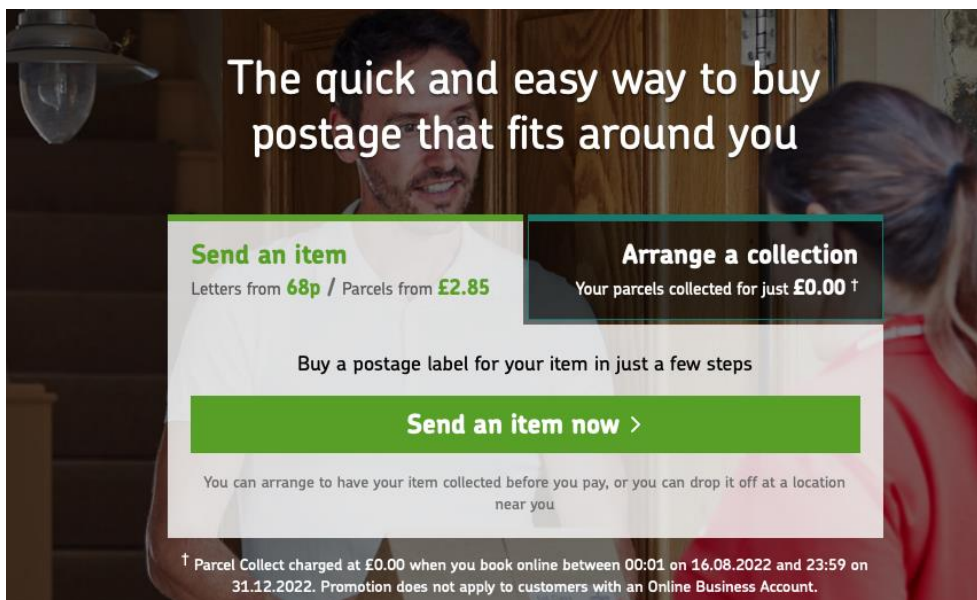
These do of course add up during of time, particularly for those with larger numbers of guests staying. It's an almost weekly occurrence here at Higher Wiscombe.

Here's a service that may help. As hosts we would still box up the item to be returned, and provide the guest with the following:

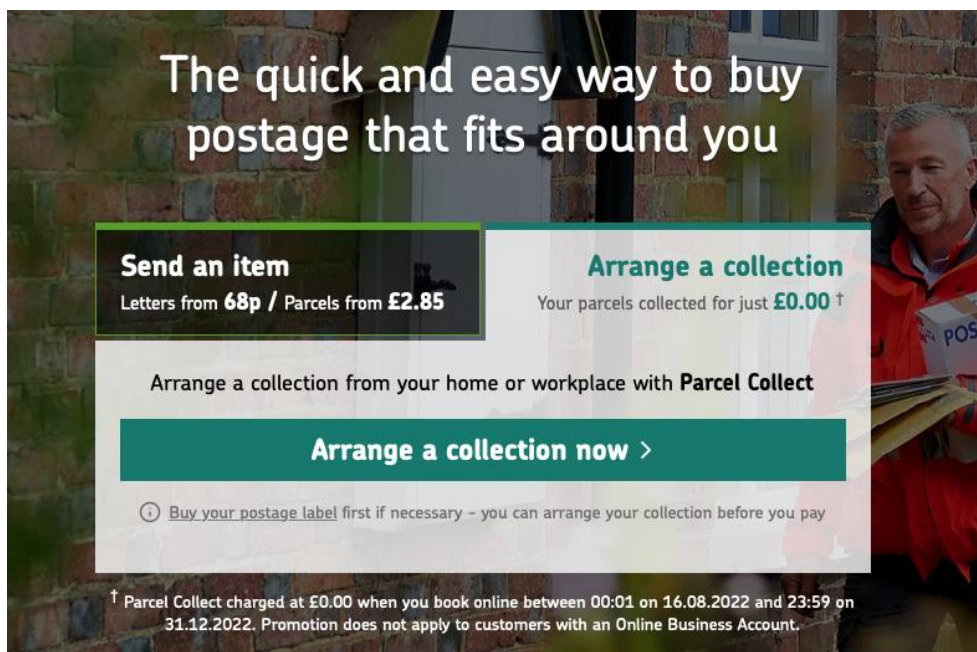
- The weight (Use Kitchen scales)
- Dimensions
- Your full postal address and postcode
- Times available for collection of parcel over next week

They will then need to go to: <https://send.royalmail.com>

Opt for: Arrange a Collection



Then they need to click on the link underneath Arrange a collection now, to buy the postage...



This then takes them to this page where they use the information to buy the postage and arrange the collection from you. Postie brings label, you stick it on and off it goes, pre-paid by the guest.






1. Your item	2. Service	3. Destination	4. Sender
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About your item * indicates a required field

Where's your item going? *

United Kingdom ▼

What's the size of your item? *

<input type="radio"/> Letter up to 100g  from £0.68	<input type="radio"/> Large letter up to 750g  from £1.05	<input type="radio"/> Small parcel up to 2kg  from £2.85	<input type="radio"/> Medium parcel up to 20kg  from £4.35	<input type="radio"/> Tube up to 20kg  from £4.35
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Might not work for all circumstances, but for those that this is real bugbear it's a way of dealing with it. A quick calculation suggests that returns from Higher Wiscombe run into hundreds of pounds a year. You may of course decide just to carry on sending and paying..

Here's a short note that you can cut and paste into an email that says.

We have found your (insert item) and it is packed up and ready to return to you. We operate a parcel collection service, whereby you can choose the method of return and how much you want to spend on postage.

In order for you to arrange collection, you need the following information.

The parcel is 100mm x 200mm x 300mm

It weighs 250g

Our address is (insert)

We will be here to hand the parcel to the Postman on the following days this coming week.

Any other services or strategies that Members use, please let us know at chair@pascuk.co.uk

WALES UPDATE

If you are affected by what is happening in Wales and do not get the direct Wales only communications, please email me at chair@pascuk.co.uk put Wales Newsletter in the subject line and we will add you to the Wales Only circulation list.

The most recent Wales Newsletter was distributed on Thursday 6 October. It can be found here: <https://www.pascuk.co.uk/wales-182-days-reports/>

It included the following:

- PASC UK Meeting open to all on Monday 17th October
- Update from Welsh Government on Exemptions to 182-day Council Tax Premium
- Update on self-catering operators being 'fined' for not achieving 70/140 days in Covid Year
- Update on Consultation into Tourism Levy
- Update on Gathering More Welsh operator data.
- Averaging 182 days across a business
- Please support PASC UK efforts by joining up 😊

REMINDER ABOUT OPEN MEETING FOR ALL WELSH SELF-CATERERS

OPEN WEBINAR TO UPDATE SELF-CATERING IN WALES

Open to all. Will recorded and placed on the PASC UK website

Date: Monday 17th October 2022 1100-1230

This webinar will cover all the various interventions that the Welsh Government has introduced this year, including the 182-day rule, Tourism Levy, changes to how Business Rates are assessed and the recent fiasco about charging businesses for Council Tax during the pandemic. We will bring together a panel to update you on what is happening, what is being done about and what operators can do to help. Limited to first 500 registering.

Panel:

- Adrian Greason Walker, Director Wales Tourism Alliance
- David Chapman, Director UKH Wales Branch
- Suzy Davies, Chair Wales Tourism Alliance
- Alistair Handyside, Chair PASC UK
- More TBA

Register in advance for this webinar:

https://us06web.zoom.us/webinar/register/WN_2igvfKyRTeuk-dtVq7KNVQ

After registering you will receive a confirmation email containing information about joining the webinar.

WALES VALUATION OFFICE 70 DAY OUTRAGE UPDATE

For Welsh Government responses and next steps on this please refer to the dedicated Wales Newsletter 6 October. This can be found here: <https://www.pascuk.co.uk/wales-182-days-reports/>

Since writing that Newsletter we have done the following.

A spreadsheet of all the National and Local Lockdown dates has been circulated to those that we have contact details. It is also available on the website here:

We have commissioned a company to create guidance notes and a template letter to enable owners to speedily appeal their cases with their local Councils. These template letters will be pre-populated for each of the 22 Councils with their relevant details and lockdowns.

We anticipate that this will be available to all shortly. We will post of Facebook and send a dedicated Wales Newsletter on it.

We are also trying to get the full and accurate details of the additional restrictions that were placed on the sector, even when technically 'open'. These include Households, bubbles, rules of six etc. These particularly affected larger properties and would have inhibited bookings.

We have a media briefing tomorrow to see if this is a story that we can run with, and that won't get completely crowded out as many do, by being side-lined as a second home issue.

Those following what PASC UK has been doing in Wales will know that we have been seeing ways to get more data (essentially self-caterers email addresses) of operators in Wales, and we may have found a way to quickly and easily add to the database. This will mean that we are able to inform more owners, help more owners, and perhaps some may even choose to join to support the work undertaken on their behalf.

Over the weekend and yesterday, work has been undertaken that has generated email address for almost 1,000 new contacts, so that we can inform them of what is happening and provide the support as detailed above to them.

VIRTUAL MEETING ON TOURIM TAX WITH WELSH GOVERNMENT REPEAT

Alongside the various face to face meetings being held with the Welsh Government on the Tourism Tax, (PASC UK or PASC UK Members will be present at all of these) the Welsh Government has announced a virtual zoom style meeting.

This will be on the 27 October from 0930-1100

To register your interest, please email visitorlevy@gov.wales giving your name, business name and contact details.

We urge as many of you as possible to sign up for this, and to look at the briefing notes below in the section announcing the launch of this consultation.

Their notice is as follows:

The Welsh Government is holding a virtual session on [the visitor levy consultation](#) on **Thursday 27 October, 9.30am - 11:00am**. This is intended to cover the same information about the consultation as will be given during the four in-person events taking place over the coming weeks and includes an opportunity to put questions to Welsh Government officials.

If you are interested in attending, please email visitorlevy@gov.wales to register your interest and enable the team to determine the appropriate technological solution depending on the numbers attending.

VISIT WALES MARKETING INDUSTRY UPDATE

Date: 13 October 2022

Time: 1030 -1200

PASC UK urges as many Members as possible in Wales to register for this meeting **and to use the question session to challenge Visit Wales on specifically what they are doing to help Welsh self-catering businesses get past the 182-day threshold.** The more of you that attend and ask this question, the more likely we are to be able to pressure them into doing something to support the sector. It's first come, first served by this Friday, 7th October at 3:00 pm.

Register here: <https://wales.business-events.org.uk/en/events/visit-wales-marketing-industry-update/>

This is their press release:

Registration is now open for the Visit Wales online session where businesses will have the opportunity to hear about marketing activity over the autumn and winter period.

The session will take place via MS Teams on 13 October 2022 from 10.30am to 12pm.

Join to hear us running through our "above the line" (ATL) marketing activity, introducing the Themed Year for 2023 - carefully chosen to enable every destination and product in Wales to take part and work together in promoting Wales – and taking attendees through our industry guide, which will be available online.

The session will also include updates and overviews of:

- Autumn and Winter consumer campaigns
- Themed Year for 2023
- Travel Trade and Business Events activity
- World Cup activity
- Consumer audiences being targeted over the next 6 months

Businesses will have the opportunity to raise questions during a short Question and Answer session.

Resources will be available to all those attending including a breakdown of audience types and an Industry guide for the themed year 2023.

Please register to join us by 3:00pm, 7 October on:

<https://wales.business-events.org.uk/en/events/visit-wales-marketing-industry-update/>

Places will be allocated on a first come first served basis and all attendees will receive a meeting link prior to the event.

NEWSLETTER INDEX (WHERE TO FIND PREVIOUS INFORMATION)

All previous content is indexed and can be found on the 2022 Index on the Newsletter page. Look for PASC UK Index 2022. This will be updated weekly.

<https://www.pascuk.co.uk/newsletters/>

GENERAL INFORMATION SECTION

PASC UK SOCIAL MEDIA

Please consider following PASC UK on Social Media, it gives us a way to contact you quickly in the event of any changes or announcements that are made. We promise not to bombard you and to try to keep it relevant and topical.

PASC UK on Twitter @PascUK

PASC UK on Facebook @pascukltd

This is where the latest news between newsletters gets posted.

MEMBERS AREA IS NOW LIVE

The Members area of the PASC UK website opened last week. Initially you will be able to check your account details and download any of the 25 Members only PASC UK papers. No longer will you need to ask Justin or myself 😊. The full list of the PASC UK Members Papers is detailed below. No longer will you need to ask Justin or myself 😊 We will add additional features over the next couple of weeks.

Anticipated questions:

1/ How do I log in?

On the main PASC website you will see a link in the top right-hand corner called "Member Login". Click this link and enter your email address and password. Once logged in you will be in the members area.

2/ I can't find my password.

Click on the "Member login" link on the far right of the menu on our website and click the "forgot password" link which is in blue text just below the "log in" button. Enter your email address in the field and click "request password reset" button.

3/ Who do I contact if I cannot get in?

If you are having difficulty, please email admin@pascuk.co.uk and Justin will investigate for you.

4/ My username doesn't match my email address, does it matter?

No, it doesn't, usually your username would be your email address, but through address changes and mis-typing, some don't match up. However, the only place those are used is in the login field, all

correspondence will go to your usual email address. Unfortunately, it isn't possible to change the username once it has been set.

PASC UK MEMBERS ONLY PAPERS

This is the current list of Members Only papers available in the Members area of the website.

- [PASC UK Business Rates Claim Note England](#)

A guide to 'Claiming' your property in England. You cannot 'check' You cannot 'Check' your properties Business Rates until you have done this.

- [PASC UK Business Rates Check Note England](#)

The guide will take you through 'checking' your Business Rates in England. It is vital that you book a call with the Chair before completing and submitting this 'Check'.

- [PASC UK Template Privacy Policy June 2022](#)

All businesses in the UK are required to have an up-to-date Privacy and Cookie. Not having one can lead to fines. This document provides you with a template policy.

- [PASC UK Template, Privacy Policies explained June 22](#)

This document explains Privacy Policies

- [PASC UK Template Cookie Policy and Guidance June 22](#)

This document gives further guidance on Cookie and Privacy Policies

- [PASC UK Guidance on using CCTV 2021](#)

Having CCTV at business premises can bring benefits, however there are several stages of legal compliance that you need to go through to operate such a system.

- [PASC UK Template CCTV Policy June 2022](#)

This document provides you with a basic CCTV Template Policy.

- [PASC UK Guidance on completing a short form LIA](#)

A 'Legitimate Interests Assessment' is a requirement if you have CCTV. This will guide you through creating one.

- [PASC UK Template LIA](#)

This document is a template Legitimate Interests Assessment for CCTV

- [PASC UK Template Breach Risk Assessment \(Req if you have a GDPR breach\)](#)

This template will guide you through the steps to take if you have a breach of GDPR.

- [PASC UK Record of Processing \(This is what data that you store and for how long?\)](#)

This template gives you the headings for the types of data that you store and for how long.

- [PASC UK Template Internet Fair Usage Policy](#)

This template document can be inserted into your Terms and Conditions to cover fair internet usage at your business.

- [PASC UK EV Charging Guidance](#)

This guidance takes you through putting together an EV Charging Policy at your business, necessary even if you do not have EV charge points, to help protect against charging out of the window.

- [PASC UK EV Charging Policy for Member's T's & C's](#)

This template document can be inserted into your Terms and Conditions to cover EV charging at your business, whether you provide the facility or not so as to help maintain insurance cover.

- [PASC UK Ghosting Report](#)

Ghosting is the practice that is employed by some self-catering agents whereby they leave your property on their website after you have left, with 'this property no longer available' Book one of these. This report tells you the steps you can take to have the property removed.

- [PASC UK Risk summary of 3rd Party suppliers at Holiday lets](#)

Having third party suppliers giving services to our guests at our businesses requires careful planning, in order not to void insurance. This paper explains the steps to take to maintain insurance cover. Covers chefs, mobile cooking companies, hot tub rental, bouncy castles. Entertainers etc.

- [PASC UK ICO Registration Paper](#)

This paper explains whether or not your business needs to register with the ICO. In 99% of cases PASC UK Members will need to do so. It costs £40 to register.

- [PASC UK ICO Registration FAQ's](#)

This document answers the most common questions about registering with the ICO and why you need to.

- [PASC UK Guidance on damage caused by guest and your T's & C's](#)

This document provides Members with another clause for their T's and C's. This one to protect you if guests cause damage to the property such that you have to cancel subsequent bookings and who pays.

- [PASC UK Template for clause in T's C's ref guest damage](#)

This is the template clause to add to your Terms and Conditions to protect you if guest damage causes future cancellations.

- [PASC UK Guest Comms Paper](#)

Improving the flow of Guest Communications from initial contact prebooking to post departure is one of the key elements to improving guest satisfaction and driving up repeat bookings. This paper should be taken in conjunction with the webinar on this subject in the Webinars section.

- [PASC UK Influencer Paper](#)

Many Members have reported being contacted by influencer or media offering coverage of your property in exchange for a free stay. There are several legal aspects to Members being offered this that they need to be aware of. These are covered in this Paper.

PASC UK MEMBERS LOGO UPDATED

We have updated the logos for Members to display on their websites. We now have a full set of Welsh versions too. A full variety of shapes and formats are available to suit all layouts.



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
- 25 and growing Special Interest Papers including legal docs such Privacy and Cookie Policies

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

We are currently making major investments in supporting you better and all this costs money, these include.

- 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
- Legal papers to help inform and protect Members.

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/>

Wishing each and every one of you all the best during these trying times.

Best regards

Alistair Handyside MBE
Executive Chair
The Professional Association of Self-Caterers UK
www.pascuk.co.uk
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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.

