



Professional Association of Self-Caterers UK

PASC UK NEWSLETTER

18 October 2022 Issue 132

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COMMENTARY

There has been almost zero news coming out of Westminster on the main priorities, VAT and Business Rates Cut, and what support will there be for oil and LPG for businesses.

We are continuing to try to battle the inexplicable decisions by the Welsh Government to effectively 'fine' owners who did not let for 70 days in the Lockdown year.

Reminder that we now have a confirmed date of the Access Webinar, see below, again apologies for the inconvenience of having to reschedule this. We have also added a Touch Stay Boot Camp for Members looking to fine tune this app.

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 18 Oct

With the chaos in Westminster currently, there simply is no further information on whether there will be any support, particularly for LPG, oil and wood pellets. 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/>

PASC UK GETS VAT EXEMPTION FROM HMRC

We applied to HMRC to get a VAT Exemption some time ago, and it has finally come through. They allow VAT Exemption for Associations like PASC UK who are Not for Profit, have little or zero 'commercial revenue' (if we charged for Webinars this could be classed as commercial activity) and that our services are primarily lobbying and Member support.

Why did we want this? The majority of our Members are single cottage owners and not registered for VAT, so if we had to charge VAT on Membership fees this would have put the price up for them. Most Members above single cottage are VAT Registered so could have claimed back VAT so no impact on them.

It's a good endorsement to have from HMRC, and will also help us with our work with Governments in London and Cardiff.

POWER CUTS, WHERE DO WE STAND WITH GUESTS? REPEAT

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 are 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 checks 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 UPDATE

The Council on the Isle of Wight is trying to bring in a planning Rule that all holiday lets advertised for more than 140 days must have specific Planning Permission to do so. Not only will this impact self-caterers on the island, but it could also easily become a precedent in other areas where the issue of 'second homes' is fairly toxic.

Essentially, they are seeking to get Council and Planning 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.

(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 caused local noise disruption. Unsurprisingly in those cases, planning to operate as a holiday let is rarely given).

We will be calling a private meeting with our Isle of Wight Members to discuss this and although the introduction of the measure on the IoW was delayed by it being timed out in the meeting, it still remains Council Policy.

What is interesting is that the measure is poorly thought through. Saying that it applies to all that advertise for more than 140 days isn't going to impact the second homes issue at all and will allow properties to still fully comply with FHL rules below this artificial planning threshold.

We will be watching and reporting on this intervention as it develops.

NEW PASC UK WEBINAR PROGRAMME FOR OCT/NOV/DEC 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/ 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/tZUvce6hpjovHNNYWzclsslxB1gJm3BIsiZl>

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

2/ 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

3/ 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_icaHRTNQ7OcduRhxmsclQ

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

4/ 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.

5/ MEMBERS ONLY MEETING TOUCH STAY BOOT CAMP

Will be recorded and placed on the website

Date: 1 December at 1100-1230

Touch Stay has been proven to be one of the best digital tools available to self-caterers. Winner of the PASC UK 2021 Product of the Year, this meeting will be a Boot Camp to help provide users of Touch Stay to get more out of it, with users sharing tips and idea, and Andy McNulty showing off some of the features that you may not have discovered yet.

More speakers will be added shortly, but in the meantime, certainly worth looking at the Touch Stay case study available on the PASC UK website here:

Chair: Alistair Handyside, PASC UK

Speakers:

- Andy McNulty, CEO Touch Stay.
- Plus more TBA

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

Register in advance for this meeting:

<https://us06web.zoom.us/meeting/register/tZlodOGqrz0rHdNeRK9id0TrWxdS94Zu0tZu>

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

HAVING TROUBLE GETTING POSTAGE FOR RETURNS FROM GUESTS? UPDATE

Last week we detailed a Post Office system for returning goods at the guest expense. See PASC UK Newsletter 11 October on website).

Some Members liked the way that it ‘forces’ the guest to do the leg work for a change.

We have had other suggestions, one of which was to estimate the postage, (you can do this by looking at the post Office website and estimating weight and parcel size and asking the guests to simply send the stamps.

A similar suggestion, was to do the same, estimate cost as above, and send them a bill. You can easily create a postage invoice template and then guests can pay by BACS or with a credit card. Payment received, goods returned and all in the books.

More suggestions on this thorny issue welcome.

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, plus another on the 13th October. They can both be found here: <https://www.pascuk.co.uk/wales-182-days-reports/>

The 13th October issue contained the following:

- PASC UK Meeting open to all on Monday 17th October
- Sam Rowlands MS asks question in the Senedd on the 70 Days fiasco
- **Urgent Appeal for help** with the Media on 70 Days fiasco
- Update on self-catering operators being ‘fined’ for not achieving 70/140 days in Covid Year
- Follow PASC UK on Twitter and Retweet.
- Update on Gathering More Welsh operator data.
- Please support PASC UK efforts by joining up 😊

WALES VALUATION OFFICE 70 DAY OUTRAGE UPDATE

You can find out how to Appeal to your Council if you have received a Council Tax Bill for the Year 1 April 2020 – 31 March 2021 plus draft letters for each of the 22 Councils to make it as easy as possible for you to Appeal here: <https://www.pascuk.co.uk/wales-70-day-appeals-papers/>

Full update on this is in the 13th October newsletter on the Website at:
<https://www.pascuk.co.uk/wales-182-days-reports/>

We are though getting pretty desperate for case studies as detailed below. Without them, we simply will not be able to run a media campaign.

MEGA URGENT APPEAL FOR HELP WITH MEDIA ON 70 DAYS FIASCO

DEADLINE FOR BOTH MEDIA AND CASE STUDIES IS WEDNESDAY AT 0930.

As you will see below. PASC UK has commissioned various pieces of work to try and reverse or at least aid owners in getting their Council Tax Bills for the Covid year of 2020-2021 reversed or credited.

As part of this we are going to need to present at least a dozen case studies, plus provide around six contacts for the media, which will include talking to TV and the wider media.

We are urgently looking for volunteers who can meet the following criteria. We are planning to be able to offer those selected help with what to say and a short media training session.

We are going to have to set some pretty tight criteria for the TV/Media interviews.

- Owner must reside in Wales
- Business must have received a Council Tax Bill for 2020-2021 for achieving just under 70 days (60-69)
- Must be a genuine business not a second home
- If possible, owner should be able to speak some Welsh
- Prefer a property that cannot be residential. For example.... Farm diversification, only has planning for short term lets, and adjoining annexe etc
- Preferably established pre Covid so can say did more than 70 days let both pre and post Covid, just not possible whilst under restrictions.
- We will need the usual, your name, email, phone, business name and County. (We must have all this, please don't respond saying happy to ☹)

For the written case studies...

- Business must have received a Council Tax Bill for 2020-2021 for achieving just under 70 days (60-69)
- Must be a genuine business not a second home
- Prefer a property that cannot be residential. For example.... Farm diversification, only has planning for short term lets, and adjoining annexe etc
- Preferably established pre Covid so can say did more than 70 days let both pre and post Covid, just not possible whilst under restrictions.
- We will need the usual, your name, email, phone, business name and County. (We must have all this, please don't respond saying happy to ☹)

Send information to chair@pascuk.co.uk

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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07771 678028



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.