



# Professional Association of Self-Caterers UK

## PASC UK NEWSLETTER

### 15 November 2022 Issue 136

#### This week's contents

- Commentary
- Chair on Leave 7-22 November Coverage Explained
- Newsletter Coverage
- Newsletter Index, (where to find previous information)
- SuperControl Billion Pound of Bookings
- Office of Tax Simplification. Review of FHL rules **REPEAT**
- Important Update from the Valuation Office affects all on Business Rates in England & Wales
- PASC UK Webinar Programme Nov/Dec Updated
- Recordings of PASC UK Webinars /meetings Programme Available
- **Wales update**
- Where to find dedicated Wales Newsletters
- Wales Update

#### General Information Section

- PASC UK social media
- Members Only area now live
- Members only Papers list
- New PASC UK Members logos
- Member Benefits summarised
- Buying Club, Member Benefit for paid up PASC UK Members
- Support Lobbying by Joining PASC UK
- Disclaimer

#### COMMENTARY

Away this week, full report next Tuesday.

our comments and feedback are always welcome, please send to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)

Wishing you all the best.

Alistair

#### CHAIR ON LEAVE 7 – 22 NOVEMBER 2022 COVERAGE EXPLAINED

Whilst the Chair is away, emergency cover is being provided for paid Members as follows. Please try to keep emails to those that cannot wait until his return.

## **ADMIN SUPPORT**

Admin emails, wanting to register for the PASC UK Buying Club, resetting passwords, trouble with accessing the Members only area, Membership queries etc, please contact Justin at [admin@pascuk.co.uk](mailto:admin@pascuk.co.uk)

## **GENERAL SELF-CATERING RELATED QUESTIONS**

Any general self-catering emergency queries to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)

This will auto automatically generate a response, saying that the Chair is away and explain how cover operates. The email provide email contact details for Beth Bailey, a Director of PASC UK and an experienced self-caterer who will then answer emergency questions. Beth can also be reached on 07496 409207 during working hours Monday to Friday. If engaged leave a message, with a clear telephone number, whether you are a PASC UK Member or not, and a short message.

## **WALES SPECIFIC QUESTIONS**

Specific Welsh issues relating specifically to issues caused by the Welsh Government interventions, 182 days, 'fines' for not achieving 70 days in lockdown, Tourism Levy etc, please send your questions to Adrian Greason-Walker. Adrian is the Director of the Wales Tourism Alliance and a self-caterer himself, and has agreed to cover this area whilst Alistair is away. He can be reached at [adriangwalker@gmail.com](mailto:adriangwalker@gmail.com)

We would ask that anything that can wait until Alistair gets back from leave, is left until then, so that Beth and Adrian can focus on dealing with emergencies.

Thank you.

## **NEWSLETTER COVERAGE**

We will send out Newsletters during the next two week. Once before we did not send a weekly Newsletter and got loads of 'where is it?' emails, thinking that their address had failed or they had dropped off the list. This was despite announcing the week before that there would be a gap 😊. So Newsletters will become coming, they will be very short as will need to be completed in advance.

If you are looking for something specific, have a look in the Newsletter Index. Details below.

## **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/>

## A BILLION POUNDS IN BOOKINGS

By late October 2022 the SuperControl Booking System had transacted just over a £billion in UK bookings. An astonishing achievement.



Having SuperControl as one of our Primary partners, (without their support in the early days of PASC UK things may have been so very different), has always given us access to data insights we would not otherwise have. This vast bank of data gives us the evidence we need when lobbying the English and Welsh Governments on your behalf as well as to be able to inform you of how business is going across the sector..

SuperControl won the PASC UK Partnership Award in 2022 and this year has seen no let-up in the support that we have received from them. We will shortly be publishing the booking data for the period up to October 2022, plus how forward bookings compare to previous years, and at the end of the year, a year-on-year comparison of how 2022 has fared. All based on the vast amount of booking data gathered by this £1billion landmark.

To find out more about SuperControl go to [www.supercontrol.co.uk](http://www.supercontrol.co.uk) and remember for PASC UK Members there is a 10% discount off the first-year subscription.

## OFFICE OF TAX SIMPLIFICATION, REVIEW OF FHL RULES **REPEAT**

Late last week we were sent the Office of Tax Simplification (OTS) Property Income Review: Simplifying income tax for residential landlords.

The review itself has been disingenuous. We contributed to this review at length, in collaboration with the Association of Scotland's Self-caterers (ASSC).

We were constantly assured that this was about simplification not material change. We submitted a substantial response, aided by accounting advice.

The resulting review has some worrying elements within it, not least in the summary:

## Recommendation

**The OTS recommends that the government consider whether there is continuing benefit to the UK in having a separate tax regime for furnished holiday lettings.**

This is a pretty complex review and is beyond our expertise tax wise to quickly assess the tax impacts on FHL's in a clear and understandable way. We will therefore commission a professional accountancy firm to do this for us, and publish as soon as we have it.

The link to the full review is here:

<https://www.gov.uk/government/publications/ots-review-of-residential-property-income/ots-property-income-review-simplifying-income-tax-for-residential-landlords#foreword>

The link to FHL section 6 is here:

<https://www.gov.uk/government/publications/ots-review-of-residential-property-income/ots-property-income-review-simplifying-income-tax-for-residential-landlords#the-furnished-holiday-lettings-regime>

## IMPORTANT UPDATE FROM THE VALUATION OFFICE AFFECTS ALL ON BUSINESS RATES IN ENGLAND AND WALES **REPEAT**



Asiantaeth y  
Swyddfa Brisió

October 2022

### Changes to business rates eligibility rules for self-catering properties

The following captures the changes to the eligibility rules that self-catering properties will need to meet in order to stay in the Rating List and be liable for business rates. These changes come into force on 1 April 2023.

We received a paper from the Valuation Office yesterday, highlighting the changes to the way that Self-catering assessments for self-catering will be carried out, for both England and Wales.

What is clear is that both the main changes are retrospective, so the count for days in both England and Wales has already started from April 2022.

This means that in order to stay on Business Rates for the period April 2022 to March 2023 the new thresholds are already in place and owners in both England and Wales must meet the new thresholds.

Here is the section from the paper that says this, our red bit:

### “What’s changing?”

Both the Welsh and UK Government (in relation to England) have enacted legislation which changes the eligibility criteria for whether a property can be assessed as a self-catering property and then valued for Business Rates rather than Council Tax.

Although the new rules come into force on 1 April 2023, for assessment purposes VOA will look at letting information from the previous year. Owners of self-catering properties need to meet the new criteria during 2022-23, to be rated for Business Rates rather than Council Tax”.

The document goes on to detail the new thresholds and once again, a key term here is commercial rates:

There are **different criteria for Wales and England**, as follows:

In **England**, the property must be (all of the following):

- available for **letting commercially** (with a view to making a profit) for short periods. These short periods must total **140 days** or more in the previous, and in the current year.
- actually **let commercially** for **70 days** or more in the previous 12 months.

If the property is in **Wales** it must be (all of the following):

- available to **let commercially** for short periods that total **252 days** or more in the previous and current year
- actually **let commercially** for **182 days** or more in the previous 12 months.

All of those that read this Newsletter and are on Business Rates will be receiving the letter informing you of these changes.

When will they start asking for this information? is a common question, and this is included in this section, again we have highlighted key points.

### “When we will ask for this information

We carry out a rolling programme of assessment on properties. This means we will ask customers to give us information at different times during the 2023/24 operating year. **But we will be using a universal date, from which we will assess whether the new eligibility rules have been met, of 01 April 2023.**

After 1 April 2023, we will contact owners in England by writing to their billing address to confirm their eligibility.

In Wales, we were checking compliance against previous criteria, under this rolling programme, when new eligibility rules were announced. We have already issued a form of return to owners of around half the self-catering properties in the rating list (5,500) to be

reviewed against the current criteria. **Next year we will issue to the remaining property owners and review against the new criteria”.**

You can review the document in full at <https://www.pascuk.co.uk/reports/>

### **Comment.**

Apart from the obvious and stark disparity in the legislation, both are materially wrong in trying to achieve stated objectives, 70 in England is too low and 182 is way is ludicrously high, this is final confirmation that the measurements will be from last April, not next.

All owners need to check the booking calendars, there is still time to try and achieve these thresholds. This is much harder, especially in the less hot-spot areas of Wales which is why we will continue to battle for exemptions for business so that at least they do not have to pay the premium Council Tax.

### **NEW BUSINESS RATE RATEABLE VALUES IMMINENT ☹**

Sometime between now and Christmas all of the readers of this newsletter who are on Business Rates will also receive a form from the VOA detailing your new Rateable Values.

These are not likely to bring any Christmas cheer. I would think that they will pretty much ignore the downturn during covid, in turnover, yet still look at the ‘goldrush’ year of 2021 in their calculations, meaning that many will be seeing substantial increases in the Rateable Values. For those that will still benefit from Non-Domestic Rates Relief, it’s less of a worry, but for all those that actually pay Business Rates, (about 5% of the sector, but about 40% of PASC UK Members) rises could be significant and coming at a time of well publicised other pressures.

As soon as the Rateable Values arrive, we will get a much clearer picture of what changes there are, and provide notes on what, if anything can be done against new, higher Rateable Values.

### **NEW TOURISM MINISTER IN ENGLAND**

We have a new Tourism Minister in England, the previous one lasting just a matter of weeks.



Stuart Andrew MP will be taking over the tourism portfolio as Minister for Sport, Tourism and Civil Society, and Minister for Equalities in DCMS.

The Minister has been the Member of Parliament for Pudsey since 2010 and has held a range of roles in government including as a whip, in the MoD, Wales Office, Ministry of Justice, and as Minister for Housing.

It may be relevant in future conversations that he was previously Minister of Housing, and that we had meetings planned with him in that role, as his department are keen to assess impact of second homes and Airbnb's on communities and long-term rental market.

There is another stark difference, whatever some of you may think of these roles, we have one in England, and the role over the last three years have served our sector pretty well. Huddleston was a good Tourism Minister. In Wales the post was dissolved after the last election, with much of tourism subsumed into Rebecca Evans Finance and local Government role. You will all have read how that is turning out.

The visitor economy is a key part of the wider economy, and it deserves a Minister in both England and Wales and we will continue to lobby for the latter.

## **NEW PASC UK WEBINAR PROGRAMME FOR NOV/DEC**

We will be adding to the Webinar programme in December over the coming weeks. Previous webinars can be viewed on the PASC UK Website at: <https://www.pascuk.co.uk/webinars/> Members only recordings are in the Members area.

### **1/ 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](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.

## **2/ 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 ideas, 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.

## **3/ MEMBERS ONLY MEETING 'THINKING OF SELLING YOUR BUSINESS'**

**Will be recorded and placed on the Members area of the website**

**Date: 8 December at 1100-1230**

The market has changed dramatically over the last three years, particularly for holiday cottage complexes. Post Covid we have seen an increase in demand for these properties and higher prices being achieved. This Members Meeting will cover getting all kinds of holiday cottage businesses into the best state in order to achieve the smoothest sale and the best price. The speakers include Beth Bailey, Chair of Premier Cottages who has quite recently sold her business, and Ed Thorne who heads up sales in the SW for this sector for Stags Estate Agents. There will be lots of top tips on preparing your business for sale.



Chair: Alistair Handyside, PASC UK

Speakers:

- Beth Bailey, Chair Premier Cottages.
- Ed Thorne, Head of Holiday Cottage Complexes at Stags Estate Agents
- Dave Robbins, Solicitor, Stephens Scown
- 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/tZwscemvqTkiGdagrGQvHY-fk2ke4LfQaZ\\_i](https://us06web.zoom.us/meeting/register/tZwscemvqTkiGdagrGQvHY-fk2ke4LfQaZ_i)

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

## **RECORDINGS OF PASC UK WEBINAR/MEETINGS PROGRAMME**

The Members Meeting on **Pricing** is **now available in the Members area.**

This week's Members Meeting on **Guest Behaviour** will be available in the Members area shortly.

Last week's **Pricing Webinar** on Thursday was recorded and placed in the free to view Webinar area on the website.

## **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](mailto:chair@pascuk.co.uk) put **Wales Newsletter** in the subject line and we will add you to the Wales Only circulation list.

Please Note, The Chair will be away from 7-22 November, coverage as follows:

### **ADMIN SUPPORT**

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## WALES SPECIFIC QUESTIONS

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We would ask that anything that can wait until Alistair gets back from leave, is left until then, so that Beth and Adrian can focus on dealing with emergencies.

The most recent Wales Newsletters were distributed on 6 October, plus another on the 13<sup>th</sup> October and again on the 27<sup>th</sup> October . They can all be found here: <https://www.pascuk.co.uk/wales-182-days-reports/>

The open Wales Self-Catering Meeting can be viewed here: <https://www.pascuk.co.uk/webinars/>

The 27<sup>th</sup> October issue contained the following:

Today's update includes:

- PASC UK Self Catering Wales Meeting Recording Available
- Advance Warning, Chair on Leave 7 – 22 Nov
- General Update
- Menai Bridge closure
- Error in Conwy 70-day appeal letter corrected
- **Urgent Appeal for help** with the Media on 70 Days fiasco
- A possible exemption to 70 days in Denbighshire, all should check
- Update on self-catering operators being 'fined' for not achieving 70/140 days in Covid Year
- Common questions about 182-day Threshold...
- Tourism Levy Meetings update
- Follow PASC UK on Twitter and Retweet
- Please support PASC UK efforts by joining up 😊

## 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](mailto: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 3<sup>rd</sup> 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](http://www.pascuk.co.uk)  
[chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)  
07771 678028



## 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.



