



Professional Association of Self-Caterers UK

PASC UK NEWSLETTER

6 December 2022 Issue 139

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COMMENTARY

Lots more information on Business Rates this week and the detail of our meeting a is covered below. The headline news is though very good, with a considerable overall reduction see in both England and Wales, although sadly not Scotland. Whilst this is of no help to the minority that have seen rises, (we can look those Members who have suffered this once the new Practice Note is published) it does show that we have been successful in demonstrating to the VOA that we have as s sector been over-valued as a sector since 2017.

It is likely that many of the increased RV's can be corrected once we see the 2023 Practice Note. We should have more information on that next week.

We are still waiting to see if the Welsh Government will follow the English lead and not increase the Multiplier and make the same positive changes to Transitional Relief. Lots of lobbying going on from all parts of the business community to achieve this.

Some headlines this week about possible changes coming up in England regarding second homes. Firstly, Michael Gove will allegedly try to head off a back bench rebellion by agreeing to include in the Levelling Up legislation a change to the rules that says any new build residential property cannot become a holiday let without planning permission. They are also looking at increasing the Council Tax for empty second homes to 200%. Yorkshire is planning to implement this as soon as the legislation is passed and one might expect Cornwall and Cumbria to do the same.

<https://www.dailymail.co.uk/news/article-11490181/Fresh-laws-make-harder-turn-new-properties-holiday-homes.html>

The former measure makes sense, however the second one is a potential disaster in England, WHERE the threshold to flip from Council Tax and any premium is only 70 days let. So an owner can save 200% Council Tax, by starting to let the properties for 70 days, qualify for Small business Rates Relief, and pay zero. Why wouldn't they? All this measure will do is add to the amount of properties available as holiday lets which as we have a downturn would be very unwelcome to established businesses.

Last night it was also rumoured that it has been agreed to launch the full consultation into Statutory registration for England, we can't find formal confirmation of that and will chase up and let you all know asap. With all the anti-second homes pressures now, we really do need to get this Consultation under way. More on the above next week as more detail emerges.

Members in Wales will see that we have called another Wales Members meeting to try and answer questions from them about the tsunami of consultations and changes taking place there. Details below.

Whilst we put a note below about PRS/PPL last week, we have updated it again this week, we are really, really, close to being able to announce what 18 months of work looks like, but still need final confirmation from them. If you are being called, please politely say you are awaiting the imminent update from PASC UK before working out if you need to pay or not.

Any Member thinking about selling their Business should think about joining the private Members meeting this Thursday, details below. Even if you are not quite ready, it will be worth watching as it will explain all the things that we as owners need to get sorted BEFORE the sale process can really start.

For anyone who either uses Touch Stay or is thinking about it and missed last week's 'Touch Stay Boot Camp', it's on the website for all to view. Some great tips on how using this tool can really enhance your guest experience and reduce the number of questions you may get asked. We have also provided some additional links that might be useful for Touch Stay users in the Previous Recordings section below.

For those that missed last week's webinar on how to become an 'Accessible Business' the recording is also available available shortly on the website. If anyone is thinking they need more bookings this really is a webinar to watch.

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

Wishing you all the best.

Alistair

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/>

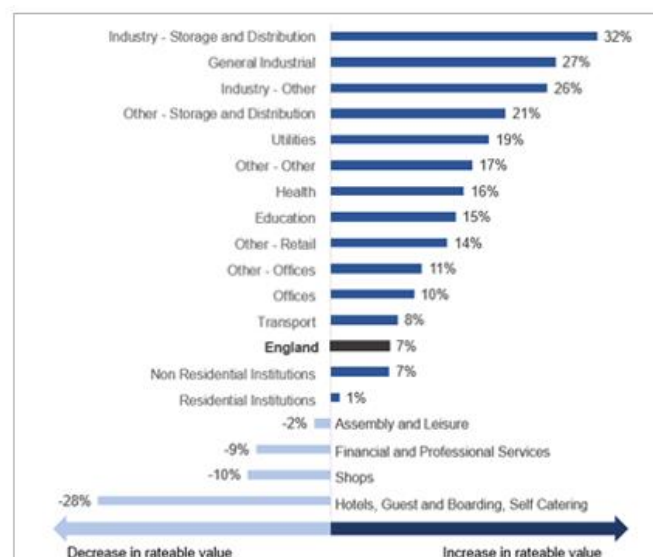
BUSINESS RATES FOR ENGLAND AND WALES UPDATE

Lots of questions coming in on the 2023 Rateable Values which were published two weeks ago. You can check your future RV here... you only need your postcode: <https://www.gov.uk/find-business-rates>

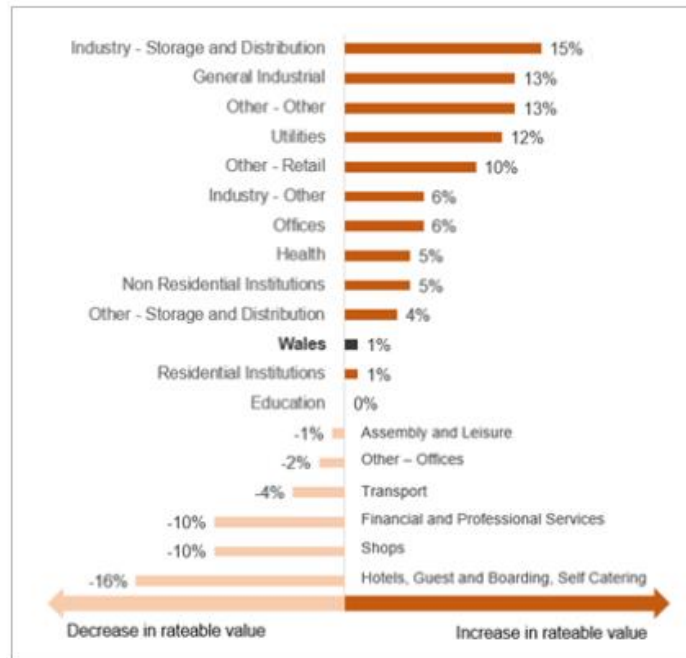
We covered Small Business Rates Relief in England and Wales in last week's newsletter.

We did get some of the answers to our questions in last week's meeting with the VOA. Firstly and most importantly all the work over the last five years, site visits and dozens of meetings in trying to persuade the VOA that Rateable Values (RVs) are still too high, despite the successful negotiations in 2019, has paid off.

We hope to have much more detail on the overall reductions next week, but here are two graphs from the VOA to show sector changes in RV's. (We have had a note from the ASSC (Association of Scotland's Self-Caterer's that their Business RV's have risen by an average of 50%.



You will see at the bottom that self-catering in England is in the -28% block.



Here we have the Wales statistics. These show our sector with a -16% reduction.

Both these sets of numbers are really very top-line and I would expect that the English percentage reduction will reduce when we see just self-catering by a few percentage points, to nearer 25% and that in Wales the average reduction will increase to around 22%.

Any averages mean that there will be winners and losers. Again, our instinct is that unlike the 2017 Revaluation, when just about everybody's RV's increased substantially, the proportion that face rises next year will be a small proportion of the 89,487 RV's that have been published for our sector.

For those with rises, we ask you to remain patient, as until we get a copy of the 2023 Practice Note, we cannot see the fine detail of how RV may have been calculated. There is plenty of time between now and April 2023 to get incorrect RV's changed.

We hope to have the 2023 Practice Note by next weeks, so watch this space.

We also asked the VOA how they were going to check that 89,497 properties hit the English and Welsh Thresholds, of 70 and 182 days respectively. This is clearly presenting what is a small department a huge problem and all they were able to say was that they would get back to us.

What they did confirm that was welcome is that the provision of this information on how many bookings/value we have report each year does not amount to a rolling review of our RV's.

During the meeting with the VOA on Friday we asked the question about how businesses could get back onto Business Rates if they missed the 70 or 182 threshold, or if they were a new business and were just starting out.

The answer was as follows. The business cannot reapply until the thresholds have both been met.

That means that you would not be able to apply to go back onto Business Rates until either 140 days in England or 252 days in Wales have passed from the beginning of the year, (I think it's safe to assume that this is 1 April 2023) AND that either 70 days have been let in England or 182 days have been let in Wales. You will pay Council Tax until you go back onto Business Rates.

New businesses will also have to wait until they meet both thresholds.

The key question here is... if you meet the threshold ... can you reclaim the Council Tax (and any Premiums that may have been applied) that you have paid up until that point, as you have then qualified for Business Rates under their own rules?

Another technical question for both Governments. All this should have been made clear with Guidance Notes when the changes to the legislation concerning 70 and 182 was passed.

We will chase up on this.

We also chased up on the Claim, Check Challenge Appeal system in England. This is not changing and has been working well. We have helped hundreds of Members get reductions to their 2017 RV using the PASC UK notes and the 'Check' process.

There is one change, the 'Claim' part of the process has been renamed, it is now called 'Business Rates Valuation Accounts' and we will have some notes about that next week. For those who wish to 'check' their RV's, then this is the first step.

For Welsh Members it's interesting to see the note that the VOA sent out yesterday. We have been hoping that the Consultation into the Wales VOA adopting the same 'Check Challenge Appeal' route would result in the same system that we have in England being adopted. But the results of that Consultation have not to our knowledge been published.

In the note from the VOA it says the following...

Customers in Wales can also use the [Find a Business Rates Valuation Service](#) to get an estimate of their bill but it's important to note that the Welsh Government is updating the multiplier and small business rates relief. They will be able to create a business rates valuation account from 01 April 2023 when Wales moves to using the Check, Challenge, Appeal system (see <https://gov.wales/written-statement-technical-consultation-reforming-non-domestic-rates-appeals-system-wales-summary>)

Let's hope that this is correct as it will make it much easier for Welsh Businesses to 'Check' their RV's.

Please do continue to send in what has happened to your 2023 RV to chair@pascuk.co.uk

NEW PASC UK WEBINAR PROGRAMME FOR 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/ 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/tZwscemvqTkjGdagrGQvHY-fk2ke4LfQaZ_i

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

2/ WALES MEMBER MEETING DEC 14 AT 1100

We will be holding a Members meeting to answer your questions and update you.

This will take place on Dec 14, 2022 11:00 AM. It is only open to PASC UK Members and numbers are limited to 100 so first come first served.

Register in advance for this meeting:

https://us06web.zoom.us/meeting/register/tZlucUGgqDkpG9AnuJ0XKw-uQ86s-a_X9Qwm

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**.

The Members Meeting on **Guest Behaviour** is in the Members area shortly.

The **Pricing Webinar** was recorded and placed in the **free to view Webinar** area on the website.

The How to become an **Accessible Business** webinar was recorded and placed in the **free to view Webinar** area on the website.

The Touch Stay Boot Camp meeting was recorded and placed in the **free to view Webinar** area on the website.

Here are some more useful links from Touch Stay for those using the product:

* Guest Communication Planner <https://touchstay.com/wp-content/uploads/2022/08/Guest-Comms-Planner-3.pdf>

* Guest Comms Toolkit <https://guide.touchstay.com/guest/b7dhZaMxRqbe1/>

And the PASC UK Touch Stay Guide can be found here: <https://www.pascuk.co.uk/reports/>

BUSINESS RATES SUPPORT FROM HMG REPEAT

There has been some good news on Business Rates announced by the Chancellor. We are still waiting for the tiny details which can throw up issues but essentially the headlines are as follows:

1/ The Multiplier is being frozen for another year 2023-24. This is the rate at which your Rateable Value (RV) is multiplied by to arrive at your Business Rates bill (less any Small Business Rates Relief applicable). The Small Business Multiplier will remain at 49.9p. The planned rise was to have been to 52.9p.

2/ The Government has extended the Retail, Hospitality and Leisure Relief Scheme from 50% - 75% for 2023-24 up to max of £110,000 per business.

3/ A small property in the retail, hospitality, or leisure sectors eligible for the Supporting Small Business Scheme will not see an increase greater than £150 per year, equivalent to £12.50 per month. (We are still looking for the full detail about how this applies and who to).

Now it starts to get quite complicated.

Transitional Relief has always been complex. The Government appears to be trying to simplify some of it. There used to be 'downwards caps' which in short mean that anyone getting a lower RV did not feel the benefit straight away, it was transitioned over time, just as increases were transitioned in.

In this announcement, The Chancellor has done away with downward caps. Any that are getting a reduction will benefit in full from the reduction from the 1st April 2023.

The Government is also trying to put a cap on how much a Business Rates bill can go up by. Transitional Relief will cap bill increases to set percentages each year (before other reliefs and supplements).

Upwards Caps	2023/24	2024/25	2025/26
Small (RV up to £20k or £28k in London)	5%	10%	25%
Medium (RV between £20k to £100k)	15%	25%	40%

These caps are year on year increases. All caps are before other reliefs, supplements and, in years 2 and 3, inflation. Actual bill changes may vary.

All the currently published detail is here:

<https://www.gov.uk/government/publications/autumn-statement-2022-business-rates-factsheet/autumn-statement-2022-business-rates-factsheet>

We are seeking more information on how the limited increase for hospitality will be implemented. When we have this information, we will publish it in a newsletter.

PRS/PPL UPDATE

We are almost on track to make an announcement as to the progress we have made regarding PRS/PPL licences for Self-Catering.

There are a few minor details that we need to check and confirm before we can publish, so ask that you please bear with us for a little longer. We know that this has taken nearly eighteen months to get to this point, it has not been down to lack of effort and pressure from our side.

If you get call over the next week or so, please politely just say that you are awaiting a full update on PRS/PPL on whether you should pay or not from PASC UK and ask for them to wait please, whilst we dot the last parts of the update..

IF IN WALES PLEASE FILL IN THIS SURVEY ON THE TOURISM LEVY URGENT

PASC UK, The Wales Tourism Alliance and UKH Cymru have put together a short survey to gather feedback to include in responses to the Consultation on the introduction of a Tourism Levy in Wales.

It is a short survey and will only take a couple of minutes of your time. A good number of owners filling this in will provide valuable data.

Please take part and share as widely as you can with other owners in Wales.

We will share this data with you post the closing date of tomorrow, 7th December at midnight, and the data will also be included on our guidance that we will be providing on how to respond to the Tourism Levy Consultation itself. The consultation closes on the 13th December 2022. <https://gov.wales/visitor-levy-html>

You can take part here: <https://www.surveymonkey.co.uk/r/QNV2VCL>

Thank you, we all really appreciate your support.

OFFICE OF TAX SIMPLIFICATION, REVIEW OF FHL RULES REPEAT

We are working jointly with the ASSC, (Association of Scotland's Self Caterers) to commission an accounting firm to write a report of the OTS Review. We have had detailed conversations with two accounting firms to write this up for us. It will impact single FHL's and larger businesses differently, and we need both areas to be covered. More news on this next week.

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>

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 Newsletters were distributed on 6 October, on the 13th October, on the 27th October and most recently on the 15th November. They can all be found here: <https://www.pascuk.co.uk/wales-182-days-reports/>

There will be a full update for Wales later this week.

The 27th November issue contained the following:

- **Tourism Levy, Urgent Survey for you to take part in and share**
- Where to locate previous Wales only Newsletters
- General Update
- Update on being 'fined' for not achieving 70/140 days in Covid Year
- Guidance Notes on Tourism Tax Levy available 8th December
- Wales Members Meeting on 14 December at 1100
- Welsh Government Consultation on Exemptions for 182-day threshold **Update**
- Business Rates Update 2023
- Business Rates assessment's going forwards
- Launch of Consultation into Statutory Licensing **Update**
- Common questions about 182-day Threshold...
- 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 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

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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.