



Professional Association of Self-Caterers UK

PASC UK NEWSLETTER

10 January 2023 Issue 143

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COMMENTARY

Firstly, we would like to wish every reader of the Newsletter a safe and prosperous 2023. It is a welcome change that we can start the New Year with some good news.

We would like to announce that Adrian Greason-Walker has joined the PASC UK team. Many of you, particularly those in Wales, will be familiar with Adrian's work, but just in case he's a self-catering operator in Wales with over 30 years' experience in the industry and became the Policy Director at the Wales Tourism Alliance in April 2010. A great fit to help us meet the challenges ahead.

He has vast experience in dealing with the Welsh Government and is entirely up to speed on all that is going on in Wales in our troubled sector. Adrian will be working two flexi days a week for PASC UK Wales and will be continuing his work at the Wales Tourism Alliance, whom we already work really closely with, Alistair having just been elected to their board.

I'm sure you'll all join me in formally welcoming Adrian to the team.

We welcome the news that the Government is extending support for energy bills for most beyond the end of March and all the way to March 2024. The headline details came out yesterday and we will hopefully be able to provide you with the key FAQ's on the scheme next week. More below.

We are seeing continuing developments as the Levelling Up and Regeneration Bill weaves its way through Government. There will be implications for holiday lets in this Bill. There are proposals for stronger regulations to further restrict more holiday lets, we know about the Consultation into Statutory Registration and there are additional clauses being proposed to enable Councils to limit numbers in a given area. We are in dialogue with Many MP's and Government Departments on this Bill trying to prevent excess legislation.

Today as this Newsletter is winging its way to you, your Chair is on his way to London to the House of Lords where he will be meeting with the South West MP's at the launch of the Great South West (Not dissimilar to the Northern powerhouse). Energy support, VAT cut and the Levelling Up Bill at the top of the agenda.

In Scotland PASC UK is supporting a call for a Judicial Review into Short term Licensing in Scotland. We don't lobby in Scotland, that's the role of the ASSC, however, what is happening there will shape what is happening in Wales (Consultation into Statutory Licensing there announced two days before Christmas). This is the doomsday scenario for self-catering, where regardless of what planning permission you may have, regardless of how long you have been operating, a Council is able to tell you whether you can trade or not. See below.

We repeated the top 10 audit of things you might look at to secure as many bookings over the critical period up to half term. Well worth a check through.

We have also been able to get some more data from our Partner SuperControl, to show comparable bookings going forwards in 2023. That's published below and is reasonably good news bearing in mind all the economic issues out there. Thanks to Robert at SuperControl for this.

A few things to bring to your attention. There is an England Members Meeting at 1100 on Thursday 12th January. Here you will be able to hear plans for 2023, make suggestions and ask the Chair any questions about anything self-catering related. Details below.

We continue to battle to get a copy of the Valuation Office Practice Note 2023, so that we can advise those that did see rises from April 2023, but that has not been forthcoming, see notes below, but essentially, we have had to submit an FOI request to try and get it.

This just leaves us to wish each and every reader, a safe and prosperous 2023

Best regards

Alistair

CHAIR ON LEAVE 18-32 JANUARY COVERAGE

Whilst the Chair is away, 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

GENERAL SELF-CATERING RELATED QUESTIONS

Any general self-catering emergency queries to chair@pascuk.co.uk

This will auto automatically generate a response, saying that the Chair is away and explain how cover operates.

Adrian Greason-Walker can be reached during the cover period 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

Paid Members 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, should also be referred to Adrian Greason-Walker. He can be reached at adriangwalker@gmail.com

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

Thank you.

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/>

NEW PASC UK WEBINAR PROGRAMME FOR JANUARY

We will be adding to the Webinar programme in February 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/ PASC UK MEMBERS ONLY ENGLAND MEETING

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

Date: **Thursday 12 January 2023 at 1100.**

England Members Meeting, to look ahead to what's happening in 2023 and to enable Members to ask any questions they may of the Chair, or suggestions for PASC UK activities in the New Year. 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/tZYud-GoqzlvGNdQIGfF3XuCi6cihVibra5H>

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

BUSINESS ENERGY SUPPORT FROM HMG APRIL 2023 TO MARCH 2024

This is the information we have so far. We don't yet know if after all the lobbying whether Hospitality will be regarded as one of the Energy and Trade Intensive sectors where support will be higher.

We hope to have FAQ's next week to answer as many questions as possible on this.

Government link here: <https://www.gov.uk/government/news/chancellor-unveils-new-energy-bills-discount-scheme-for-businesses>

Energy Bill Discount Scheme summary

For eligible non-domestic customers who have a contract with a licensed energy supplier, the government is announcing the following support:

- From 1 April 2023 to 31 March 2024, all eligible non-domestic customers who have a contract with a licensed energy supplier will see a unit discount of up to £6.97/MWh automatically applied to their gas bill and a unit discount of up to £19.61/MWh applied to their electricity bill.
- This will be subject to a wholesale price threshold, set with reference to the support provided for domestic consumers, of £107/MWh for gas and £302/MWh for electricity. This means that businesses experiencing energy costs below this level will not receive support.
- Customers do not need to apply for their discount. As with the current scheme, suppliers will automatically apply reductions to the bills of all eligible non-domestic customers.

For eligible Energy and Trade Intensive Industries, the government is announcing:

- These businesses will receive a discount reflecting the difference between a price threshold and the relevant wholesale price.
- The price threshold for the scheme will be £99/MWh for gas and £185/MWh for electricity.
- This discount will only apply to 70% of energy volumes and will be subject to a 'maximum discount' of £40.0/MWh for gas and £89.1/MWh for electricity.

The Chancellor has also today written to OFGEM, asking for an update in time for the Budget on the progress of their review into the non-domestic market. He has asked for their assessment of whether further action is needed to secure a well-functioning market for non-domestic customers following reports of challenges certain customers are facing, including in relation to the pricing and availability of tariffs, standing charges and renewal terms, and the ability of certain sectors to secure contracts.

More detail next week...

2022 vs 2023 BOOKING DATA UPDATE FROM SUPERCONTROL

Last week we published the comparable booking data from SuperControl comparing 2019 and 2022. This showed 2022 a few points ahead overall than 2019.

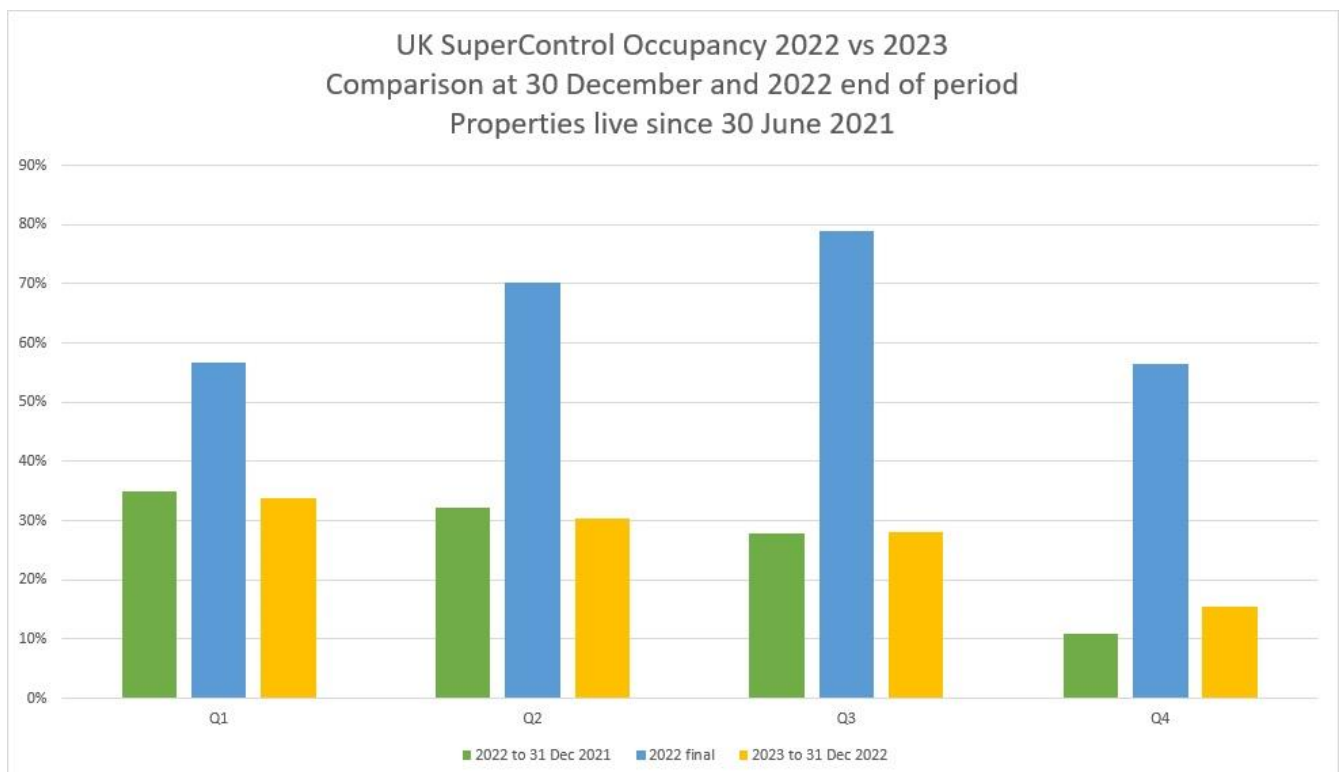
We now have the data on comparing how many forward bookings there were on at the end of December 2021 compared to December 2022.

The dataset is 19912 Properties

The blue column represents final occupancy in 2022

The green shows occupancy going forwards as at 31 Dec 2021

The yellow columns shows occupancy going forwards as at 31 Dec 2022



Overall bookings at the end of December 2022 are slightly down, 2-3% on the same time the year before. This is a good dataset to look at SuperControl processed over a £billion in bookings in 2022, so it can be used as a solid average measure of performance.

We will be looking to provide some more data over the coming weeks, including how much prices have risen by, and then another review to see how bookings have performed in January.

WEST COUNTRY TOURISM CONFERENCE, (PASC UK CHAIR IS A SPEAKER) 8-9 FEB 2023



The West Country Tourism Conference is back. It will be held over two days at the Westpoint Arena just outside Exeter on the 8th and 9th February 2023. Lots of colleagues that we work with frequently will also be speaking, making it a worthwhile day out for Tourism Businesses in the SW.

Speakers on the 8th include:

Alistair Handyside, Chair PASC UK
Deborah Heather, CEO Quality in Tourism, The new Tourism Excellence
Richard Toomer, Director, The Tourism Alliance

On the 9th:

Kate Nicholls CEO UK Hospitality
Kate Stinchcombe-Gillies, Marketing Director, Touch Stay
Mark Worden, CEO Mihi Digital

Reduced Rates are available for PASC UK Members, you are listed on this page <https://www.westcountrytourismconference.org.uk/price> meaning the price for each day is reduced from £54 inc Vat to £42 inc Vat.

You can book here: <https://www.westcountrytourismconference.org.uk/book>

Look forward to welcoming as many of you as possible at the Conference. Your Chair will be there for the whole day on Tuesday 8th February.

PPL/PRS FURTHER UPDATE

Further to the note we published previously on the extension to exemptions from paying PPL/PRS licences some further notes for you. We have repeated this below for those that may have missed it in the run up to Christmas.

Many with larger properties have asked that we provide further examples of prices for their businesses. We have duly requested these from PPL/PRS and will publish as soon as we have them.

We have also asked if we can get some kind of minimum level that would apply to operators who have more than one site, perhaps two small cottages nearby one another. We often find that separate properties is an exemption killer, even if operated by the same business. Other examples would be TV Licences and Business Rates. We have asked the question.

Also, some points that it is important to make. Regardless of size of business, the exemptions to paying for this licence are not applicable under the following circumstances:

- 1/ You have a CD/DVD library
- 2/ If your client base includes businesses as opposed to families and friends booking.

If these are on your website, then it is entirely possible, that even if your business falls under the exemptions below in the major update, that you will have to pay a licence.

Also, the 'amnesty' below that means you don't have to pay the 50% surcharge, is only for those businesses that contact PPL/PRS. **If they contact you, then this will not apply.** Members are still being contacted, and some are being threatened with having to pay a licence backdated many years. Our advice is that if you cannot claim that the exemptions below apply to your business (they will apply to 95% of the readers of this newsletter), call PPL/PRS and purchase a licence going forwards, this is something that you should do promptly.

We will continue to work with PPL/PRS to try and get a specific self-catering tariff but can give no indication at this time about how long that might take.

For most business removing CD's and DVD's is something that they have done years ago. With streaming services and modern connectivity options, they are certainly much less relevant.

However those of you that watched the Webinar on becoming an accessible business will remember how guests with autistic needs, having found a property that works for those needs, will rebook and rebook as it is a known environment for the autistic family member, this may include the provision of a DVD player and a collection of DVDs. If this is the case, then leaving the DVD's in situ and applying for a licence maybe the best option.

Any questions let us know.

BUSINESS RATES FREEDOM OF INFORMATION UPDATE

We have submitted a Freedom of Information (FOI) request to the Valuation Office (VO) requesting a copy of the 2023 Practice Note that was used to calculate the Rateable Values (RV) that come into effect in April 2023.

VOA FOI Request - 11807371.2/CEO



o foi@voa.gov.uk
To: o chair@pascuk.co.uk

Dear Alistair Handyside,

VOA Reference: 11807371.2/CEO

Thank you for your request as set out below.

I confirm your request was received on 06 January 2023 and we will consider it under the terms of the Freedom of Information Act (FOIA) 2000.

We aim to provide a response within 20 working days, which will be no later than 03 February 2023.

Kind regards



Valuation Office
Agency

Information Rights and Ministerial Correspondence Team

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[Valuation Office Agency](#)



Until we see this document, we can't see the methodology used in calculating your RV's and therefore cannot accurately advise as to whether any increases are correct. Added to that the VOA is not currently accepting any 'Checks' on the 2023 Rating List until after April 1.

Those of you that are facing increases post 1 April 2023 will see those increases softened somewhat, by the 75% relief offered by both English and Welsh Governments on our bills from April onwards, plus extend Transitional Rate Relief is being offered by both Governments to additionally soften the blow of any increases.

As soon as we see the 2023 Practice Note we can update the Members papers that guide you through 'Checking' your Business Rates and make sure that all Members that want to are in a position to 'Check' their RV's at the earliest opportunity.

JUDICIAL REVIEW IN SCOTLAND

So why are we suddenly covering Scotland in the PASC UK Wales newsletter? it is vital that you read on....



One of the major fears that PASC UK has regarding changes to planning law and the introduction of licensing is that legitimate trading businesses could be prohibited from continuing to trade by the full implementation of new powers.

We are seeing this for real in Scotland and Edinburgh particularly. The announcement of a 'Control Area' in Edinburgh, if fully implemented is likely to mean that the vast majority of business will not be able to continue, regardless of planning status. A group of owners have got together to Crowd Fund a Judicial Review. Their estimate of cost is £500,000 so a mountain to climb. (Details of the campaign are below and how, should you choose to, you can contribute).

PASC UK is supporting this initiative, we do not represent Scottish Self-Caterers by lobbying in Scotland, that is the job of the ASSC (Association of Scotland's Self-Caterers) but we do have Members in Scotland who like the Newsletter, benefits, webinars and meetings. We have therefore decided to pass all Scottish Membership Funds, (some £2190) to support the Crowd Fund which now stands at £95,000.

This battle, going on in Edinburgh and across Scotland can be used as a warning shot to the Welsh Government, that pushing a sector too hard, and importantly getting things wrong will result in counter action. We are in no position to launch any kind of Judicial Review yet in Wales, we do not know the outcome of most of the 'Consultations' and therefore the actual grounds that a QC would be happy with for us to make a challenge in Wales.

We will watch this benchmark case though really closely and report back regularly. The best outcome is of course that the Scottish Government softens its approach and comes back to the table, as it should have done in good faith at the beginning and look to work with the sector for good joint outcomes, ring any bells?

Here's the full picture...

Right now, four operators in the self-catering (STL) sector in Edinburgh are mounting a legal challenge to the City of Edinburgh Council's (CEC) application of new Licensing legislation which recently became law in Scotland. The new regime was intended to enshrine best practice in terms of health and safety among STL operators. However, the legislation is enacted at a Council level (there are 32 across Scotland) with interpretation and application determined by Council officials.

In the case of the CEC the one-year licence starting at £1,000 per property, is not so much a regime to control health and safety issues, as to eradicate the sector with the current licensing proposals making it almost impossible for operators with premises in either a shared stair or with a communal garden likely to obtain a licence to continue to trade. In the city, the vast bulk of STL businesses will be unable to clear this hurdle.

Similar clauses apply for existing operators now required to obtain retrospective planning consent, making the prospects of continuing to trade highly unlikely and forcing many to leave the STL sector without even attempting to apply for Planning or Licensing. The four petitioners are challenging the activities of the city council through a Judicial Review with the aim of preventing such unethical practices from being more widely adopted nationwide. If you want to learn more about the case and how you might be able to help, visit the campaign page below.

<https://www.crowdjustice.com/case/save-the-self-catering-sector-scotland/>

RECORDINGS OF PASC UK WEBINAR/MEETINGS PROGRAMME

The Members meeting on **Selling Your Business** is **now available in the Members area**.

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

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

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/>

TOP 10 THINGS MEMBERS SHOULD DO ASAP

We are heading into what is traditionally the peak booking period of the year, and it's certainly worth carrying out the 'audit' below to make sure that you are as ready as you can be to gather as many early bookings as possible. Here's a list of ten tips, the order of relevance will depend upon each individual business, but try to make sure you have all these covered as far as possible to maximise success.

Pricing

Worth viewing the Pricing Webinar available here: <https://www.pascuk.co.uk/webinars/> for tips and strategies. Getting these right is critical to capturing as many bookings as possible over the next six weeks.

Platforms

Are you advertising in the right places? If you are using OTA's are you blocking out the dates that you know you can sell directly? Is your offer properly described and as attractive as possible?

Any platform you are on is a competitive one. Do searches for your area, your type of business, and try to make sure that yours stands out as best it can.

Photos

Two things to look at here. Firstly, have you got the best pictures possible? Are they in the right order to try to draw the customer in? Have you got some good locality shots to visually demonstrate the setting?

Secondly, check that you are only using photos that you know that you have explicit permission to use. Every week PASC UK is contacted by Members who fall foul of using photos that they do not have a license for. For info on photographic infringements and a list of free photos sources see Oct 25 Newsletter.

Check Links

Many of us have a website of our own that is linked to other partner websites. For example, our business is on Premier Cottages, Cool Stays, Group Accommodation, and all these link back through to our website. We would recommend that if you use this system that you regularly check that a/ your property is displaying properly on these sites and that b/ when you search for availability, or click through everything is working.

If you advertise on agents sites, or OTA's you should also spend time making sure that everything is working as it should, we get regular reports of properties just disappearing from some OTA's , so worth a regular check if these are a source of bookings for you.

Still talking Covid?

Lots of Members website still display a lot about Covid. Whilst Covid is still with us, it is not a pandemic anymore and by now we should all have how we approach Covid pretty well covered in our T's and C's., (Known illness, like Flu, insure against it). Whilst showing that you are maintaining the highest cleaning standards is great, this is not front page news anymore.

PRS/PPL

Have a look at the PPL/PRS update below. If you still have old references on your website to DVD and CD libraries you no longer have, then remove all the references to them. also check on other sites you may advertise on.

Terms and conditions

We are entering the busy time for bookings, any changes you have meant to make to your T's and C's may well be worth changing now, as they will then apply to the bulk of your bookings in 2023. If you change them, you will need to make available the old T's and C's to customer's who booked using your previous ones, so date stamping is a necessity.

Check features, especially on partner sites

If you advertise on any third party sites, it's worth doing an audit to check that all your details on these sites are correct, any changes that you have made or are making over the next few months are properly displayed, an example might be that you have added EV car charging, or now charge for EV charging if you offered it for free before.

Newsletter to customers

What's new or changed about your business for 2023, what improvements have you carried out over the winter? All worth telling your regular customers about. If you have a booking platform, SuperControl, Bookalet, Bookster etc, it's easy to extract customer details and drop them into a newsletter. MailChimp and SendinBlue are two programmes that PASC UK has used for Newsletter. Both provide templates to help you get started.

Check your website

Another webinar to view is 'What's wrong with my Website' also available here.

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

This covers all manner of tips to optimise your website performance.

MAKING TAX DIGITAL, DELAYS FOR SMALL BUSINESSES ANNOUNCED

The full details are in the Written Statement: <https://questions-statements.parliament.uk/written-statements/detail/2022-12-19/hcws465>

Especially operative paragraphs:

The mandating of MTD (Making Tax Digital) for ITSA (Income Tax Self- Assessment) will now be introduced from April 2026, with businesses, self-employed individuals, and landlords with income over £50,000 mandated to join first.

Those with income over £30,000 will be mandated from April 2027.

The government will now review the needs of smaller businesses, and particularly those under the £30,000 threshold. This will look in detail at whether and how the MTD for ITSA service can be shaped to meet the needs of smaller businesses and the best way for them to fulfil their Income Tax obligations. Once that review is complete - and in consultation with businesses, taxpayers, agents, and others - the government will lay out the plans for any further mandating of MTD for ITSA.

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.

Previous Wales Newsletters can all be found here: <https://www.pascuk.co.uk/wales-182-days-reports/>

The 7th January issue contained the following:

- General Update with some really good news
- Welsh Government Consultation: Proposed new licensing scheme
- Judicial Review in Scotland
- Days vs Nights
- Business Rates Support in Wales
- Energy Support Update

Your Chair joins the Board of the Wales Tourism Alliance

WELSH GOVERNMENT ANNOUNCES STATUTORY LICENSING CONSULTION

Yet another Welsh Government Consultation is launched today into self-catering. This time it's Statutory Licensing.

Welsh Government says direction of travel will be...

- provide the mechanism to address concerns on compliance
- provide a comprehensive database of exactly who is operating in the industry as it is currently not possible to determine how many visitor accommodation businesses there are in Wales, or in any given community
- be a valuable tool in understanding the scale and nature of the sector.

This does rather beg the question of why this was not the first step, before the heavy handed 182-day threshold, the threat of a Tourism Levy and all the other 'Consultations' of which none have been based on strong and reliable data...

We have until 17 March to respond, PASC UK will be holding meetings to discuss this Intervention and will be providing guidance notes on how you might respond.

<https://www.gov.wales/proposed-new-licensing-scheme-level...>

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 re 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-pasc-uk/>

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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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.

