



# Professional Association of Self-Caterers UK

## PASC UK NEWSLETTER

### 17 January 2023 Issue 144

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#### COMMENTARY

Headlines over the last week have centred around the next phase of energy bills support for businesses, and it's impossible not to conclude that the substantially reduced support will have real consequences for many businesses. We will continue to press for more specific hospitality sector support. More detail and FAQ's on the package below.

Painful as it is we do recommend that owners that are not exempt from PPL/PRS do contact them proactively and get a licence. By doing this you'll reduce the risk of having your licence fee backdated and you won't have to pay the 50% premium. Full details on this below, and a brief update on MPLC too.

We are announcing the next two Members meetings well in advance, PASC UK Members on 2 March at 1100, followed by the PASC UK Members Meeting on the 9 March at 1100. A note for your diaries.

Last Tuesday we went for a Meeting at House of Lords for the launch of the Great South West, sort of similar to the Northern Powerhouse.



This was a great opportunity to meet with a good number of MP' and meet the Parliamentary Under Secretary for State for Levelling Up, Dehenna Davison MP for the first time. Simon Jupp, MP for Sidmouth who is Chair of the Tourism APPG (All Party parliamentary Group) was also there. We were able to press for more support for energy bills, a VAT reduction for hospitality, and trying to get the two new Grant Schemes UKSPF and Rural SPF released for applications from businesses.

Altogether very useful, Zoom and Teams are such a time and money saver, but there are times when face to face has more impact.

Hopefully we will have more on the Grants for next week.

Finally, really pleased that the Crowd Fund in Edinburgh has passed a major landmark. We wish the well with their battles with the Scottish Government and Edinburgh Council.

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](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.

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](mailto:adriangwalker@gmail.com)

Finally.....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 2023**

We will be adding to the Webinar programme for 2023 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 2 March 2023 at 1100.**

This meeting is for PASC UK Members only. Will look ahead to what's happening going forwards and to enable Members to ask any questions they may of the Chair, or suggestions for PASC UK activities in 2023. It is only open to PASC UK Members and numbers are limited to 100 so first come first served. Final agenda will be published nearer the time.

Register in advance for this meeting:

<https://us06web.zoom.us/meeting/register/tZUqduygqzMuG9ZJrXUk9GfLVDO-JtWE1gK>

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

## **2/ PASC UK AGENCY MEMBERS ONLY ENGLAND MEETING**

**Will be recorded and made available to PASC UK Agency Members.**

**Date: Thursday 9 March 2023 at 1100.**

This meeting is for PASC UK Agency Members only. Looking ahead to what's happening going forwards and to enable Agency Members to ask any questions they may of the Chair, or make suggestions for PASC UK agency support activities in 2023. It is only open to PASC UK Agency Members and numbers are limited to 100 so first come first served. Final agenda will be published nearer the time.

Register in advance for this meeting:

<https://us06web.zoom.us/meeting/register/tZYkcOGsqzliHNXxUm5oqrC4PVp7gzuR7207>

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

## **BUSINESS ENERGY SUPPORT FROM HMG APRIL 2023 TO MARCH 2024**

The widespread view of all that lobby for support for businesses is that the next phase of support, from 1 April 2023 is completely inadequate. Some sectors have been given enhanced assistance, but most of hospitality, despite intense lobbying, is not included. The lobbying will continue, and we continue to ask for support for off grid supplies, oil, gas and wood pellets to be included. There are increasing signs that wholesale prices are continuing to fall, and we would hope that that will be reflected in bills in the not-too-distant future.

This is the updated note from UKH on the Energy Support. Our thanks to them for this.

### **UKH Guidance on Energy Bills Discount Scheme – January 2023**

On 9<sup>th</sup> January 2023 Government announced an extension of energy support for businesses for the 12 months from 1 April. This dramatically reduced support from the previous scheme – which we outlined here. It introduces a two-tier system of energy discount, with a higher-level of reduction for energy - and trade-sensitive sectors. Hospitality is not eligible for this support. This note gives a summary of the key outcomes and then looks in more detail at how the scheme will operate.

### **Summary**

A further 12 months of energy support through to the end of March 2024 – capped at £5.5bn.

A discount will automatically apply to bills above a certain rate for all businesses with a licensed supplier of gas and electricity.

For electricity, there will be a discount of 1.96p/kWh where the cost of electricity is over 30.2p/kWh (the discount cannot take the final price below the floor price).

For gas, there will be a discount of 0.697p/kWh where the cost of gas is over 10.7p/kWh (the discount cannot take the final price below the floor price).

There is additional support for businesses in energy - and trade intensive sectors – these sectors are listed [here](#) – which are predominantly in manufacturing. Hospitality is not included on the list, but museums and the operation of historical sites are included.

For electricity the maximum discount will be 8.91p/kWh with a floor price of 18.5p/kWh – a discount cannot take the price below this level.

For gas the maximum discount will be 4.0p/kWh with a floor price of 9.9p/kWh – a discount cannot take the price below this level.

Government has additionally written to Ofgem asking for an update on their progress on a review into the commercial energy market and whether further action is needed by Ofgem or by Government. This specifically references the treatment of the hospitality sector and followed a request from UKH for Ofgem to intervene.

There is no indication of support for non-electricity and non-gas energy sources.

### Questions and answers

What contracts does the new scheme apply to?

Businesses that are: on existing fixed price contracts that were agreed on or after 1 December 2021, signing new fixed price contracts, on deemed / out of contract or standard variable tariffs, on flexible purchase or similar contracts or on variable 'Day Ahead Index' (DAI) tariffs (Northern Ireland scheme only).

### Do I have to apply for the scheme?

You only need to apply for the enhanced support. As it stands hospitality is not included in the list of sectors eligible for additional support though those that operate historic homes, museums, libraries or similar may want to check their eligibility.

### How does the discount affect my bill?

Under the new scheme a discount applies for gas and electricity where your price is above a certain level (floor price).

For electricity, this is 30.2p/kWh. If your energy is being charged at a higher price than that you are entitled to a discount of up to 1.96p/kWh. In practice if your charge is over 32.16p/kWh you will receive the full discount. If it is between 30.2p/kWh and 32.16p/kWh it will be reduced to 30.2p/kWh. If it below that level, you will receive no discount.

For gas, this is 10.7p/kWh. If your energy is being charged at a higher price than that you are entitled to a discount of up to 0.697p/kWh. In practice if your charge is over 11.397p/kWh you will receive the full discount. If it is between 10.7p/kWh and 11.397p/kWh it will be reduced to 10.7p/kWh. If it below that level, you will receive no discount.

### **What support is there for other energy sources?**

There has been no further announcement on other energy sources and UKH is following this up with Government sources as many hospitality businesses are off-grid, particularly in rural areas.

### **Under the previous EBRs scheme I was receiving a much higher discount than the rate announced in this package based on when I fixed my contract, is that correct?**

Unfortunately, it is. Government has significantly reduced the amount of money available under the scheme – from £18 billion over six months to £5.5 billion over 12 months. The new scheme does not take into account the point at which you fixed your prices – there is a blanket discount.

### **Can I come out of my fixed energy contract that was agreed when support was in place?**

UKH has highlighted the issue of businesses that have agreed fixed price contract under the belief that support would be sustained. This is part of the review that Ofgem is undertaking and will report back on pre-Budget in March. As it stands, our recommendation would be to approach your energy supplier about renegotiating contracts but there is not much evidence of this happening.

### **What additional support is there for hospitality businesses?**

Government has pointed out that hospitality will receive a 75% discount on business rates in 2023/24 (albeit subject to a £110,000 per business cap), benefit from a six-month freeze in alcohol duty and a cut in fuel duty as well as most small businesses not being affected by corporation tax increases.

UKH is very aware that this is not sufficient and businesses in the sector are under severe financial pressure. We will continue to work with Government to improve the energy support scheme and focus on additional support at the Budget in March.

PASC UK will keep you up to date with any updates and changes.

## **PPL/PRS NEW UPDATE**

Full details of the Exemptions and examples of costs for businesses can be found in the 20 Dec and 3 Jan Newsletters on the website and further notes arising from questions about PPL/PRS can be found in the 10 Jan Newsletter on the website.

This week we received further clarification of how they will apply the charges, and why it is a good idea to contact them proactively, before 31 March and get your licences sorted. By doing that you won't have to pay the 50% additional Higher Rate Royalty and they won't back date licences.

The Amnesty on backdating licences is only for those that contact them proactively and get the licence sorted pre 31 March. You also get the benefit of not paying the 50% premium. We have already had calls from Members who have been contacted by PPL/PRS and ended up paying both the Higher Rate Royalty and back-dated fees over several years.

The cost is not huge, our business will be paying £61.77 +VAT for four cottages on a single site which is a lot lower than businesses were paying before the negotiations.

This from PPL/PRS:

**Member contacts PPL PRS proactively before 31 March 2023**

The PRS higher rate royalty will not be applied to the invoice and the customer will be licensed presuming that they first started using music on the date they first contacted PPL PRS.

**Member contacts PPL PRS proactively after 31 March 2023.**

The PRS higher rate royalty will not be applied to the invoice and the customer's invoice will be backdated to the date that they first started using music.

**Member does not approach PPL PRS, and they have to contact the business to license it after 31 March 2023.**

The PRS higher rate royalty will be applied to the invoice and the customer's invoice will be backdated to the date that they first started using music. This is the standard policy for all customers in similar circumstances

In each of instances above the PPL Surcharge will only be applied if the invoice is not paid or a direct debit set up to pay it by instalments within 28 days of the invoice date.

PRS PPL can be contacted, and licences applied for via their website <https://pplprs.co.uk> or by phone on 08000 72 0808.

We still have some outstanding questions, these include scale of charges for some example larger businesses, what impact having a CD/DVD library has on fees, and whether there can be a minimum size of business, e.g. two cottages on two different sites, and operating as a single business.

We will continue to chase for these.

The full details of the exemptions can be on the PPL/PRS document on the PASC UK website at: <https://www.pascuk.co.uk/reports/>

Any questions let us know.

## **MPLC**

Once again, we are getting feedback that MPLC are chasing self-catering businesses to pay their licence, this is in addition to a TV licence and any licence that you may have to pay PRS/PPL above.

PASC UK have not had any direct negotiations with MPLC as we have with PRS/PPL primarily because UKH have been taking the lead on this, and have greater legal resources than we do.

We previously contacted UK Hospitality who have been leading on negotiations with MPLC to get an update on the situation, and it does not make great reading. Essentially MPLC are maintaining that we do need these licences. You can see the full correspondence from UKH below. We have chased UKH on this and there is zero progress at the moment, with MPLC holding their ground.

To put a scale of potential fees, its currently £5.23 per room plus VAT, there are no minimum fees or exemptions as we have with PPL/PRS. <https://hotel.themplc.co.uk>

Dear Alistair,

In a time of rising costs, we are aware that many of our members are being contacted by MPLC to arrange payments for the use of television and visual content. As you may know, there is a difference of opinion between MPLC and the hospitality sector around one of the tariffs being presented to hospitality businesses at the moment.

There are two tariffs MPLC are seeking payment for which are outlined below.

#### Bar/restaurant tariff

The MPLC tariff quoted as 'bar/restaurant' applies if you have televisions in receptions/lobby/bar areas showing 'film' content to guests and visitors (Film includes pre-recorded TV programmes or motion pictures). Live broadcasts are exempt. For example, a reception / bar area broadcasting rolling news to customers and nothing else would not be liable for the fee (the venue would need to demonstrate that only live broadcast was displayed, for example, staff were made aware that only live content was allowed). However, a public bar/lobby area which was showing pre-recorded TV programmes and/or motion pictures with copyright that is covered by MPLC's member companies could be liable to pay the fee.

#### Guest room tariff

The MPLC tariff quoted as 'Hotel / Guest bedrooms' is more complicated and this is where UKH and other trade bodies have a difference of opinion with MPLC.

MPLC state that 'MPLC licence for Hotel/Guest Bedrooms is required in addition to the TV Licence and any other MPLC licence you may already hold for communal areas such as the bar, guest lounge, the gym or reception'. The difference of opinion between MPLC and trade bodies lies around whether a hotel room is considered a public or private place for the purposes of the specific element of broadcast that they are claiming for (section 19 of the Copyright Act – 'performance of the copyrighted work in public'). To date, there has not been any court case to definitively settle the matter.

UKH and other trade bodies, do not agree with MPLC that they have an absolute right to collect copyright payments for guest bedrooms in the way they are claiming. We believe the legal case to do so is uncertain. Although UKH have sought legal opinion to help clarify the



situation we have been unable to arrive at any definitive position yet, largely because this is still relatively new in UK copyright law with no case precedent in the UK to which to refer.

However, **at present it is down to individual venues as to whether to decide to pay or not for guest bedrooms**, as only the venues will be aware of whether content falling within MPLC's claims are broadcast on site.

Although MPLC relented from pursuing claims during the closures forced by the pandemic, little has legally changed on this matter since Covid struck and now trading has resumed, so has the debate! This issue remains a priority area for UKH to pursue, we are in active discussions with the Intellectual Property Office currently and continue to seek clarity and resolution on this issue. Due to the lack of case precedent, UKH are not able to offer legal advice to members on this matter at present, and none of the information above should be regarded as this.

In October last year a UKHospitality podcast discussed the MPLC issue - although we are still on a journey to resolving the issues around the topic, you may be interested in listening to the discussion around it which can be found on the UKH podcast player listed as S4, Episode 3 – or [listen here](#).

## **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 8<sup>th</sup> and 9<sup>th</sup> 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 8<sup>th</sup> include:

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

On the 9<sup>th</sup>:

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 8<sup>th</sup> February.

## SCOTTISH CROWD FUND PASSES £100K

Delighted to see that the self-catering Crowd Fund in Edinburgh has already passed a remarkable hurdle. Huge congratulations to Ralph Averbuch and all involved at Save Self-Catering in Scotland.

**Save the Self-Catering Sector in Scotland**  
by **Ralph Averbuch**



**87**  
days to go

**£101,318**  
pledged of £500,000 stretch target from  
186 pledges

**Pledge now**

Judicial review   Lawyers: Gilson Gray   Edinburgh, United Kingdom

 **Ralph Averbuch**  
Case Owner

This case is raising funds for its stretch target. Your pledge will be collected within the next 24-48 hours (and it only takes two minutes to pledge)

They are fighting the ultimate doomsday scenario for self-caterers in the UK, a combination of harsh Licensing law and Planning Regulations combining to make it all but impossible to operate, regardless of how long you have been operating.

Really pleased to support this group, along with the ASSC (Association of Self-Caterers Scotland).

Find out more at <https://www.facebook.com/SaveSelfCatering>

Donate at <https://www.crowdjustice.com/.../save-the-self-catering.../>

## 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](mailto:foi@voa.gov.uk)  
To: o [chair@pascuk.co.uk](mailto: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** recorded on 12 January is now in the Members area

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.

## 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.

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

The next issue contains the following:

- General Update
- Our Petition on 182 Days...still alive!
- PASC UK Questionnaire on the Proposed New Licensing Scheme
- Business Rates Support in Wales: Update
- Hot Tubs
- Reduced support for the "Energy Bills Discount Scheme" from April

Your Chair joins the Board of the Wales Tourism Alliance

## WELSH GOVERNMENT ANNOUNCES STATUTORY LICENSING CONSULTATION

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](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-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  
[www.pascuk.co.uk](http://www.pascuk.co.uk)  
[chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)  
07771 678028



**Professional Association of Self-Caterers UK**

## **DISCLAIMER**

We are in completely uncharted territory here, and any suggestions that we make are merely that and you should carefully consider your own business policies, and if necessary, consult with your Professional Advisors. PASC is your lobbying Association, not a legal service. In addition, please be very wary of some of the advice given on internet communities, blogs and social media. There appear to be thousands of experts out there where my understanding is that there are very few.

To that end, any information you get from any source you must double check. I will always try and put the actual link to the information in the newsletters so that you can read and assess yourselves. These are unprecedented times, please take exceptional care.