



Professional Association of Self-Caterers UK

PASC UK NEWSLETTER

3 January 2023 Issue 142

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COMMENTARY

We have tried to use the festive period to catch up on things at the PASC UK office, including the backlog of emails. The backlog is very small now and we will get to all of them asap, but had a setback with your Chair getting the lurgy that is going around and substantially reducing productivity ☹️

We have had to cancel travelling to some meetings this week too. Our apologies and normal service will be resumed asap. If you have an unanswered outstanding query, please do send it in again, and we will try to respond asap.

We have though listed a top 10 audit for you to look at to make sure you are as well presented as possible for the anticipated New Year booking surge. Well worth a check through.

We have also been able to get the data from our Partner SuperControl, to show comparable bookings 2019 vs 2022 and despite it feeling like a battle all year it has been a good year overall for the sector with each quarter showing an increase over 2019. Thanks to Robert at SuperControl for this and we will have some more data shortly from them.

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.

There is also a PASC UK Self-Catering Agency Meeting on Monday 9th January at 1200. Much like the above meeting will exclusively cover the support we plan to offer agencies in 2023, update on legislative changes coming and how we will be keeping them informed and once again taking their suggestions and questions.

Members wishing to take part should scroll down and register for these meetings.

Your Chair, along with several close colleagues, will be speakers at the West Country Tourism Conference on the 8 and 9th February 2023 at Westpoint, near Exeter. This is a great chance to meet up face to face and meet many of the people whom we lobby with on your behalf each week, details below, discounts for PASC UK Members.

We have a further update on the PPL/PRS news published before Christmas and have repeated that as well just in case Members missed the last Newsletter. It is pretty good news and does take the vast majority of those that read this Newsletter out of having to pay PPL/PRS licences. There are some tripwires though, so please read the further update 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 no option other than do an FOI request on it.

We hope to have a further update on Grants next week, see 13 December Newsletter on the UK SPF (Shared Prosperity Fund) and possibly a further Grant scheme called the Rural SPF. Definitely worth searching your local Council Website for details and parameters of UKSPF. Some Councils are way ahead on this, and others are lagging behind. First year tranche needs to be allocated by March 31.

The delay to Making Tax Digital for Small Businesses has been announced. See below, this is quite telling and shows just how difficult it is to get small businesses online. We have been pointing this out repeatedly to the Welsh Government as they consider launching a Bed Tax, and expecting the small businesses, 90% below the VAT threshold to suddenly embrace IT and become tax collectors.

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

Best regards

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/>

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.

2019 vs 2022 BOOKING DATA UPDATE FROM SUPERCONTROL

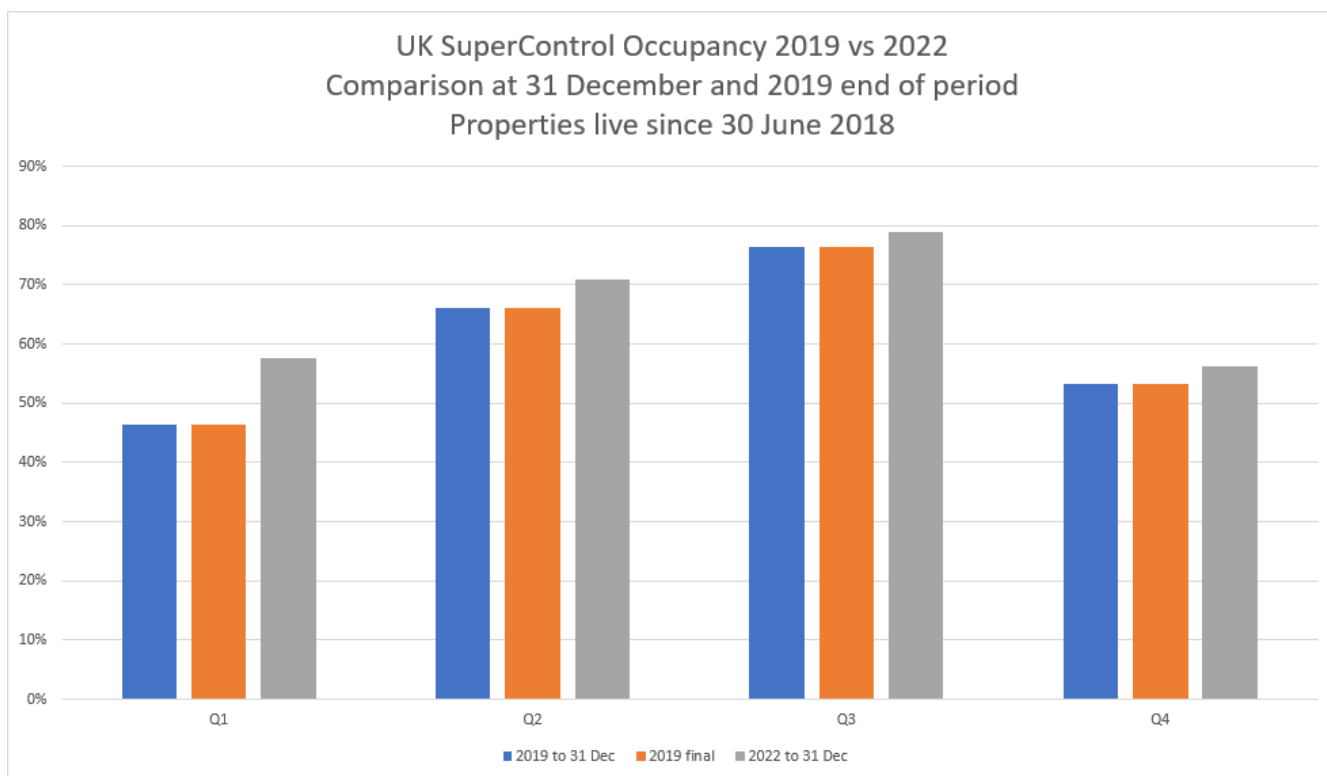
Hot off the press we have just received the comparable booking data from SuperControl comparing 2019 and 2022.

The Blue columns represent bookings as taken by 31 Dec 2019

The Orange Columns represent final booking position in 2019

The Grey Columns shows the represent bookings as taken by 31 Dec 2022

Overall 2022 has finished ahead of 2019, this data is across a large data set, SuperControl processed over a £billion in bookings in 2022, so it can be used as a solid average measure of performance.



PPL/PRS FURTHER UPDATE

Further to the note we published last week on the extension to exemptions from paying PPL/PRS licences we have a further update 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.

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.

PPL PRS MUSIC LICENSING MAJOR UPDATE ON EXEMPTIONS REPEAT



We can finally announce the result of the work that PASC UK, the ASSC (Association of Scotland's Self-Caterers, the Tourism Alliance and UK Hospitality have been working on for over a year.

Previously self-catering had a discretionary exemption as follows.

A self-catering property only requires a PRS Licence if the property comprises more than one unit or more than three bedrooms

As long as :

- 1/ The premises is the only holiday accommodation business that the owners operate
- 2/ The premises are also your domestic residence
- 3/ The facilities are only available to resident guests.

If you could not meet all those categories, then you were required to purchase a combined TheMusicLicence that covers both PPL and PRS. In effect this granted a discretionary exemption to a tiny fraction of self-catering businesses.

We have now secured the following revised agreement detailing the criteria that you need to meet to be exempt for needing a PPL/PRS licence. This will extend the exemption to cover over 90% of self-catering businesses in the UK.

In short.....

PPL PRS choose not to charge a royalty for the use of music (including TV and radio) in self-catering apartment(s) or holiday cottage(s) etc where **all** of the following criteria is met:

- The accommodation consists of **three self-catering units* or fewer, irrespective of the number of bedrooms in each.**
- The premises is the **sole holiday, self-catering apartments, holiday cottage business** operated or owned by the proprietors
- **Facilities are only available to resident guests (and, in the case of holiday premises, the proprietors)**

We did not manage to get a dedicated Self-Catering Tariff, we are still working on this, and the current fee structure is based upon the Small Residential Hotels and Guest House Tariff.

We have though been able to get some example case studies of what charges might look like for larger business and are considerably less than some of the charges previously levied.

A Member with 4 properties in a single site would be paying £61.77. (The case example here is the PASC UK Chairs property which has four units). More examples are detailed below.

We have also negotiated an 'amnesty' as follows for the first-year surcharge of 50%, if owners proactively contact PPL/PRS and pay before the end of March 2023. For this to apply you will need to contact PPL/PRS as described below and pay by 31 March 2023.

PRS PPL have granted an additional discretionary concession. This is in relation to the PRS Higher Royalty Rate.

PRS Higher Rate Royalty:

Where the customer has not applied for and obtained PRS for Music's licence before musical performances commence, the higher (standard rate plus 50%) royalty rate will be charged and payable for the first year of the licence. After the first year of the licence, the standard royalty rate will be charged and payable.

If a non-exempt operator proactively contacts PRS PPL and applies and pays for a licence before 31 March 2023, PRS PPL have agreed to waive the 50% surcharge. This will require you to quote PPLPRSMAR23 when you are contacting them.

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

The full details of the exemptions can be found below. This document will also be posted up on the PASC UK website at: <https://www.pascuk.co.uk/reports/>

Music Licensing FAQs

The term “self-catering units/premises” in this document refers to short term lets in holiday cottages and self-catering apartments.

Who are PPL and PRS?

PPL and *PRS for Music* are both collective management organisations. They issue licences and distribute royalties for the use of copyright-protected music, on behalf of their many thousands of members.

PPL represents record companies and performers for the use of recorded music, while *PRS for Music* represents songwriters, composers and music publishers for the use of musical compositions and lyrics (for both recorded music and live performances).

PPL and *PRS for Music* set up PPL PRS Ltd in 2018 to offer a single joint music licence, “TheMusicLicence”, for playing and performing music in public.

Why do I need a licence?

Under the Copyright, Designs and Patents Act 1988, permission is needed from the relevant copyright holders – those who create, record and publish music – in order to play or perform music in public.

Broadly speaking, this includes any presentation of music outside of a domestic setting. For example, it will include using music in the following ways as part of your business or organisation (for the benefit of customers and/or employees): playing recorded music via any device, including the radio; TV broadcasts, or other audio-visual content, containing music; or putting on live performances of music.

How do you calculate the royalties payable?

Royalties are calculated under the relevant PPL and PRS tariffs depending on the type of music usage. The charges applied under the tariffs are set independently by each of PPL and PRS and the current versions of the relevant tariffs can be found here, <https://pplprs.co.uk/wp-content/uploads/PPLPP289-Small-residential-hotels-guesthouses-Jan-2023.pdf> and <https://pplprs.co.uk/wp-content/uploads/HR-2022-07-Tariff.pdf> .

The most frequent uses are background music in areas for general resident use, such as lounges or kitchen, music contained within television or radio broadcasts delivered to common areas and guest bedrooms, and live music events. (See details below)

What are the most common uses of music in self-catering premises that may require a licence?

Televisions and radios provided for general use

Where the premises are rented out to groups that are not solely comprised of families and friends for PPL, and to an audience outside of proprietor’s domestic or home circle for PRS, for

example corporate lets for team away days, both a PPL and PRS royalty will be payable for the use of televisions and radios provided for the general use of all residents.

Where the premises are solely rented out to groups comprised of an audience outside of proprietor's domestic or home circle and a television or radio is provided for general use in an area such as a lounge, then while a PRS royalty will be payable, PPL currently does not charge a royalty.

Provision of CD player/ docking stations

PPL and PRS royalties will be payable for the use of music by way of a CD or docking station but only when you supply the guests with both the equipment and the music (for example, a CD player in conjunction with a library of CD's or a docking station together with a digital library contained on a device such as an iPod, MP3 player or similar).

In addition, for PRS only, royalties will be required when you provide a DVD/Video player in conjunction with DVD or Video copies for the use of the guests.

Provision of Alexa/Google Nest/Sonos systems.

PPL and PRS royalties for the use of music by such systems will only be required if, in addition to you providing the physical equipment, you also provide the music such as by allowing customers access to your account to stream music or to a database of tracks to play via Sonos or similar system.

Why do I have to pay for the use of music by way of televisions and radios in general areas and guest bedrooms?

A TV licence only allows you to receive the broadcast signal for the television. Music is used all the time within the transmission of broadcasts of TV programmes (for example, in advertisements during commercial breaks, programme theme tunes and incidental music within programmes) and therefore, if televisions and/or radios are provided in guest bedrooms a PRS royalty will be payable.

A PPL royalty is only payable if the television signal is received by the proprietor and the retransmitted (for example, where there are three self-catering units but only one aerial and the signal is received via that aerial and then retransmitted to the other two units). In such cases a royalty will be payable to PPL and charged under its tariff for the supply of recorded music to hotel bedrooms contained within its small residential hotels and guesthouses tariff <https://pplprs.co.uk/wp-content/uploads/PPLPP289-Small-residential-hotels-guesthouses-Jan-2023.pdf>

Live music events and discos

Where the premises are rented out to groups that are not solely comprised of families and friends, for example such as corporate lets for team meetings/away days and either live music, such as a band or discos/DJ presentations are provided then additional royalties may be payable to PPL and/or PRS.

Are there any additional charges that might be payable?

PRS Higher Rate Royalty:

Where the customer has not applied for and obtained PRS for Music's licence before musical performances commence, the higher (standard rate plus 50%) royalty rate will be charged and payable for the first year of the licence. After the first year of the licence, the standard royalty rate will be charged and payable.

PPL Surcharge:

Certain PPL tariffs contain a surcharge. Where a customer has been invoiced and not paid that invoice by the due date, a 50% surcharge may be applied. If this is the case a separate surcharge invoice will be issued at this time.

Are there any circumstances when fees are not charged?

Discretionary Charging Policy:

PPL PRS Ltd charges for music in hotels and other holiday accommodation businesses.

PRS for Music considers the use of music in self-catering apartments, holiday cottages etc as equivalent to music use in a hotel or guest house, and therefore a *PRS for Music* licence is required. Many holiday accommodation businesses include self-catering apartments or cottages, in some form.

Each self-catering apartment or holiday cottage is treated as the equivalent of one bedroom/suite (regardless of the number of bedrooms or TVs/CDs in the cottage) and charged under Tariff HR Section 4.5. The lowest level of charge is calculated on 15 bedrooms and a minimum annual licence royalty is applicable. A seasonal reduction (Section 4.7) may apply if the apartments or cottages are open for not more than 26 weeks in the licence year, subject to the minimum quoted in that section of the tariff.

All self-catering apartment(s), holiday cottage(s) etc on one site can be considered as one licence, for the purpose of applying the minimum charge.

However, where *PRS for Music* discretionary charging policy applies, PRS for Music choose not to charge a royalty for the use of music (including TV and radio) in self-catering apartment(s) or holiday cottage(s) etc where **all** of the following criteria is met:

- The accommodation consists of **three self-catering units* or fewer, irrespective of the number of bedrooms in each.**
- The premises is the **sole holiday, self-catering apartments, holiday cottage business** operated or owned by the proprietors
- **Facilities are only available to resident guests (and, in the case of holiday premises, the proprietors)**

PPL operates a discretionary charging policy and chooses not to charge a royalty for the use of music (including TV and radio) in self-catering apartment(s) or holiday cottage(s) etc where **all** of the following criteria are met:

- The accommodation consists of **three self-catering units or fewer, irrespective of the number of bedrooms in each.**
- The premises is the **sole holiday, self-catering apartments or holiday cottage business** operated or owned by the proprietors
- **Facilities are only available to resident guests (and, in the case of holiday premises, the proprietors)**

Example Fees payable: See table below.

Question	PRS	PRS Comments	PPL	PPL Comments
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<p>4 self catering apartments. 1 single bedroom, 2 x three bedrooms, one x ten bedrooms. Three have a single TV one has two TV'S. Each TV has sound bars. No contracted viewing/listening services. Freeview.</p>	<p>Treat as 1 device per apartment = 4 bedrooms/Tariff HR Charge applied: 4 Bedrooms = 1 unit of 15 bedrooms or part thereof 4.5.1 @£61.77*</p>	<p>*Charge is reduced by one third if the self catering apartment is open for a maximum of 26 weeks. Tariff HR 4.7 @£52.44</p>	<p>No charge</p>	<p>No music in bedrooms charge unless TV Signal is delivered to one central point and then relayed to each apartment. If each apartment has its own direct TV supply no charge</p>
<p>6 self catering apartment. All three bedroomed. 4 TV's in each self catering apartment, Sound Bars. Corporate Sky contract.</p>	<p>Treat as 1 device per apartment = 6 bedrooms/Tariff HR Charge applied: 6 Bedrooms = 1 unit of 15 bedrooms or part thereof 4.5.1 @£61.77*</p>	<p>*Charge is reduced by one third if the self catering apartment is open for a maximum of 26 weeks. Tariff HR 4.7 @£52.44</p>	<p>No charge</p>	<p>No music in bedrooms charge unless TV Signal is delivered to one central point and then relayed to each apartment. If each apartment has its own direct TV supply no charge</p>
<p>8 self catering apartments. Reception with TV. 1 TV in each Self catering apartment, Sound bars and Alexa provided</p>	<p>Treat as 1 device per apartment = 8 bedrooms/Tariff HR Charge applied: 4 Bedrooms = 1 unit of 15 bedrooms or part thereof 4.5.1 @£61.77*</p>	<p>*Charge is reduced by one third if self catering apartment is open for a maximum of 26 weeks. Tariff HR 4.7 @£52.44</p>	<p>No charge</p>	<p>No music in bedrooms charge unless TV Signal is delivered to one central point and then relayed to each apartment. If each apartment has its own direct TV supply no charge</p>
<p>10 Self catering apartments. Bar with TV. 1 TV in each apartment, Sound bars and Netflix.</p>	<p>Treat as 1 device per apartment = 10 bedrooms/Tariff HR Charge applied: 4 Bedrooms = 1 unit of 15 bedrooms or part thereof 4.5.1 @£61.77*</p>	<p>*Charge is reduced by one third if self catering apartment is open for a maximum of 26 weeks. Tariff HR 4.7 @£52.44</p>		<p>No music in bedrooms charge unless TV Signal is delivered to one central point and then relayed to each apartment. If bar is available to all apartment users then charge as background music under Small Hotels tariff</p>

Any questions, please let us know at chair@pascuk.co.uk.

BUSINESS RATES UPDATE

After the last Newsletter was published on the 20th December we had a further meeting with the Valuation Office. Principally about getting hold of a copy of the 2023 Practice Note, which will have been the basis on which every one of the English and Welsh Rateable Values for self-catering has been based.

This is particularly pertinent to those that have not benefitted from the overall 24% reduction in Rateable Values across the sector.

Apparently, the Valuation Office has determined that all the Practice Notes for 2023 covering all sectors will not be available until 1 April 2023, and that no 'Checks' against 2023 Rateable Values will be undertaken until post 1 April 2023.

Whilst we are not happy about this, (the Rateable Values have all been published, but the methodology remains hidden), the actual impact will be very small, as both the English and Welsh Governments are providing extensive Business Rates support for those that pay them in England and Wales, see 13 December Newsletter for details.

However, there remains a principal at stake here, PASC UK cannot help those that have seen increases, (or anybody just wanting to know how the Rateable Value is calculated) until we can see the methodology. We think it is only reasonable, now that the 2023 methodology has been put into effect and the Ratings List published, we should be able to see and question, if necessary, the 2023 Practice Note. To that end we are filing an FOI (Freedom of Information) request to try to secure a copy.

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.

THE WEST COUNTRY TOURIM 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.

NEW PASC UK WEBINAR PROGRAMME FOR JANUARY

We will be adding to the Webinar programme in January and 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 SELF-CATERING AGENTS ONLY MEETING

This meeting will not be recorded.

Date: Monday 9 January 2023 1100.

PASC UK Self Catering Agency Members Meeting. To look ahead at what's happening in 2023, to share some Agency support measures being launched in 2023, look at upcoming legislative changes and to enable Agency Members to ask any questions they may have of the Chair, or suggestions for PASC UK activities in the New Year.

Register in advance for this meeting:

<https://us06web.zoom.us/meeting/register/tZlkcO6srDotE9VWV45mTZyqfdqr-2JPwncE>

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

2/ 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.

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/>

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 16th December issue contained the following:

- Quick Update
- Responding to the Exemptions Consultation, deadline 22 December
- Responding to Council Tax Premiums, Empty & Second Homes Consultation, deadline 22 December
- Coverage over the Festive season
- 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](https://twitter.com/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-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
chair@pascuk.co.uk
07771 678028



DISCLAIMER

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

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

