



# Professional Association of Self-Caterers UK

## PASC UK NEWSLETTER

### 18 April 2023 Issue 157

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#### COMMENTARY

Two Consultations were launched in England at dawn last Thursday and along with the new Fire Paper will be steering much of PASC UK's work over the next couple of months. In short, we will try to answer questions on each of them, provide guidance on how to respond, via dedicated papers and webinars, and encourage as many responses as we can to the Consultations. We have a short section on each below to keep you up to date on progress and activities.

Last week we put out a call to see if anyone might consider joining the team at PASC UK. We have had a really good response, so am going to put a hold on that now, whilst we review and talk to the current applications. More details when we can.

Whilst this Newsletter is winging its way to you, we will be in a meeting in London with The Liberal Democrats, who have been very vocal in their demands for clamping down on 'second homes' that convenient term so often used misused. We will be trying to get them to understand the wider issues. We have had several meetings with Tim Farron MP before and there will be other LibDem MP's present too.

We have also been asked to speak on a panel about Tourism at the Welsh Conservative Party Conference on Friday 28 April.

We will continue to engage with all parties to try and give them a better understanding of the challenges and complexities of our sector, and to try to calm down some the unfortunate rhetoric that comes out from all of them. Updates as we have meetings.

The Webinar on the Office of Tax Simplification (OTS) paper proposing that FHL allowances may be removed has nearly 400 registered. This shows the appetite that Members have for 'technical papers' and explanatory webinars.

We will be following this up with more papers and webinars around the two consultations and the new fire guidance.

In Scotland the appeal to raise enough money to launch a Judicial Review is making excellent progress, and Ralph Averbuch and the team have done unbelievably well to reach nearly £240,000. We wish them well on getting the remaining funding requirement.

## Save the Self-Catering Sector in Scotland

by Ralph Averbuch



20

days to go

£238,084

pledged of £300,000 stretch target from  
711 pledges



Pledge now

You can contribute here <https://bit.ly/42Fonrr>

Lastly, please do keep sending in your recommendations for entries in the PASC UK Trade Directory, this will provide a hugely useful resource to all. Huge thanks for the large number of responses received so far, the list of recommendations that we are looking for is included lower down the Newsletter.

Any questions please let us know. Best regards

Alistair

## **2023 MEMBERSHIP PACKS UPDATE AND NOTE TO CHECK ADDRESSES**

This month will also see the distribution of the Annual Members Pack. This will include a copy of the New 2023 Pink Book, plus Membership Certificate and Member offers. **Could we ask all Members to check the postal correspondence address we have for them in the Members area, so that packs are sent where you want them?** Each year we get Members saying that we sent it to the property address, not their address, we can only send it to the address we have on the system from when you joined 😊 Thanks.

## **CONSULTATION ON REGISTRATION FOR HOLIDAY LETS IN ENGLAND IS OUT**

It's finally out and it is not without its flaws, but with a good number of responses can be shaped into a proportionate Statutory Registration scheme that levels the playing field, and forces those that do not comply with the health and safety legislation to comply or stop letting. We are uncomfortable with some elements of it especially the possible exclusions and exemptions from the scheme. This bizarrely even includes 'professional self-catering'.

We have spoken with DCMS this morning and the reasons for excluding 'professional self-catering' as well as bed and breakfasts and guest houses is down to No10 and the Cabinet Office believing that proper businesses don't want any further regulation, and as they are already compliant don't need to be included.

We are also uncomfortable with any notion that occasional letting may in any way be exempt. The response from DCMS to the above is, 'it's a consultation, it's up to you to tell us what you want'.

If the bulk of responses say that 'all including occasional lets at one extreme and professional self-caterers at the other, should be included in having to register' that is most likely what we will get.

Last week we illustrated how Registration might look at a practical level and will be updating this for future webinars on the subject. You can find that in last week's newsletter.

This will be followed up by dedicated webinars and updates on this Consultation, plus guidance in good time as to how you might want to respond to this consultation.

Link to the Consultation here: **We urge you not to respond until we have provided further information, thanks.**

<https://www.gov.uk/government/consultations/consultation-on-a-registration-scheme-for-short-term-lets-in-england/consultation-on-a-registration-scheme-for-short-term-lets-in-england#consultation-on-the-registration-scheme>

## CONSULTATION ON ADDING A NEW CLASS OF PLANNING IN ENGLAND FOR HOLIDAY LETS

The Government has launched today another Consultation into whether adding a C5 use class for holiday lets is necessary.

This is a deeper intervention than was expected and we will have to look at the detail on this and take specialist advice on it.

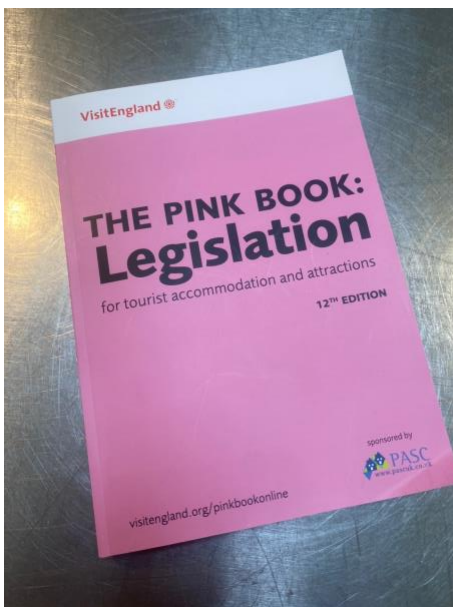
We are commissioning a paper from a planning expert to assist with both understanding this Consultation, the possible consequences of each of the measures proposed and how best to respond. We should have the final brief agreed on this by next week.

This will be followed up by dedicated webinars and updates on this Consultation, plus guidance in good time as to how you might want to respond to this consultation.

Link to the Consultation here: **We urge you not to respond until we have provided further information, thanks.**

<https://www.gov.uk/government/consultations/introduction-of-a-use-class-for-short-term-lets-and-associated-permitted-development-rights/introduction-of-a-use-class-for-short-term-lets-and-associated-permitted-development-rights>

## THE 12<sup>th</sup> EDITION OF PINK BOOK IS OUT



Visit England have published the latest edition of our popular Pink Book: Legislation for tourist accommodation and attractions, which outlines the regulatory requirements for accommodation providers and attractions in England.

Now in its twelfth edition, and written by Kurt Janson, long term colleague formally Director of the Tourism Alliance, The Pink Book provides guidance on topics from food hygiene and health and safety to business management and tax.

Paid up PASC UK Members will be getting a copy in their 2023 Membership Packs over the next two weeks.

New content in the latest edition includes:

- a new section on recent environmental protection laws
- an update on allergen labelling
- information on upcoming tipping legislation
- guidance on the requirements when employing someone from outside the UK, including people from the European Union, and more.

The Pink Book is sponsored by PASC UK. It is also available digitally as The Pink Book Online which is regularly updated and available here: <http://bit.ly/2LcvEbm>

## UPDATE ON THE NEW FIRE GUIDANCE 2023 AND PAPERS AVAILABLE

### Fire Paper 1, Small Properties

**Update:** We are in the process of trying to get clarity on some key issues in the new publication, especially this part:

This Guide is not appropriate if:

- your premises fall outside the scope described above; or
- the design of fire safety measures in your premises differs materially from those discussed and recommended in this Guide. (e.g. a 2 storey property with an open plan ground floor or a flat with a bedroom accessed only through another room)

We are urgently seeking clarification on this as well as clarity on fire doors from the Home Office and will update you asap.

### From last week.....

The first, which is to help with the newly published Fire Guidance on small holidays lets is available here: <https://www.pascuk.co.uk/reports/>

This is to be used in conjunction with the paper called 'Do You have Paying Guests' ... 'A Guide to Making Your Small Paying-Guest-Accommodation Safe from Fire' and can be found in full here:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/1147723/A\\_guide\\_to\\_making\\_your\\_small\\_paying-guest-accommodation\\_safe\\_from\\_fire.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1147723/A_guide_to_making_your_small_paying-guest-accommodation_safe_from_fire.pdf)

Section 8 of this Paper provides a Template Fire Risk Assessment for smaller properties, examples of which are also given in the paper, plus what measures need to be taken.

**We have chased this.**

We have asked for this template to be made available by the Home Office as a standalone word doc.

## **Fire Paper 2, Larger Properties**

### **Major Update on larger properties**

#### **Fire Safety in Larger Accommodation Premises**

Before Easter, we provided you with a briefing on the changes to the guidance on complying with the Fire Safety Order 2005 that will come into effect on 1 October 2023.

However, this new guidance, "[A Guide To Making Your Small Paying-Guest-Accommodation Safe From Fire](#)" is only applicable to:

- Single premises of ground floor, or ground and first floor, providing sleeping accommodation for a maximum of 10 persons, with no more than four bedrooms on the first floor, such as houses, cottages, and chalets
- Individual flats (whether within a purpose-built block of flats or a house that has been converted into flats), other than unusually large flats (e.g. as often found in mansion blocks in London)
- Smaller types of outdoor accommodation which fall under the same duties such as holiday caravans, camping and glamping pods, bothies, lodges, shepherds' huts, tents, tree houses and yurts

If you have a property that accommodates more than 10 people or your premises have sleeping accommodation above the first floor then this guidance does not apply. Instead, the relevant guidance is "Fire Safety Risk Assessment: Sleeping Accommodation". You can access that here: <https://bit.ly/43vvRgW>

While this guidance applies to all premises where the main use is sleeping accommodation, ranging from single self-catering units through to large hotels, if you provide accommodation that complies with the smaller property requirements listed above, you should just use the new guidance. The reason for this is twofold: first, "Fire Safety Risk Assessment: Sleeping Accommodation" was written in 2006 and last updated in 2012, meaning that new "Guide To Making Your Small Paying-Guest-Accommodation Safe From Fire" is more up-to-date and, second, that the information in the new guidance is more specific to your premises while the older guidance is more generic as it applies to all types of accommodation.

(It should be borne in mind that because this guidance was last updated in 2012, a revised version could well be produced shortly as part of the Government's overhaul of fire safety guidance following Grenfell. If this happens, we will immediately inform PASC UK members, we are checking this now).

The “Fire Safety Risk Assessment: Sleeping Accommodation” guidance has essentially the same format as other fire safety guidance in that it provides information on how to undertake a fire safety assessment for your premises – identifying fire hazards and people at risk, installing equipment and developing systems for mitigating these risks, providing instructions and training and then keeping your fire risk assessment under review.

However, as you would expect of guidance that applies to larger accommodation premises, the guidance contained in The Fire Safety Risk Assessment: Sleeping Accommodation is more complex as it covers larger building types and businesses which have employees and a large numbers of guests on the premises at the same time. As such, it requires the appointment of a “responsible person” for fire safety who has specific fire safety training, as well as communication of fire safety requirements to other staff.

Some of the requirements include:

- You must appoint one or more competent persons, depending on the size and use of your premises to undertake your fire safety assessment and be in charge of fire safety measures. A competent person is someone with enough training and experience or knowledge and other qualities to be able to implement these measures properly.
- You must provide your employees with clear and relevant information on the risks to them identified by the fire risk assessment, about the measures you have taken to prevent fires, and how these measures will protect them if a fire breaks out.
- You must consult your employees (or their elected representatives) about nominating people to carry out particular roles in connection with fire safety and about proposals for improving the fire precautions.
- You must provide appropriate information, instruction and training to your employees, about the fire precautions in your workplace, when they start working for you, and from time to time throughout the period they work for you.

While you are still able to nominate yourself as the competent, responsible person and undertake the Fire Risk Assessment, we would advise that, the more the size of your business exceeds the 10 person maximum of the guidance for small accommodation businesses, or the larger/more complex your premises become compared to the simple examples provided in that guidance, the more you should consider employing someone to undertake a professional fire safety assessment.

If you decided to employ someone to undertake your fire safety assessment, there are two principal methods by which people can demonstrate their competence;

- Professional Body Registration schemes
- Certification by a Certification Body that is UKAS accredited for the activity.

Here is a link to guidance on how to choose a competent Fire Risk Assessor, which includes links to different professional associations. <https://bit.ly/3L5uoqv>

If you employ a Fire Risk Assessor, it is important to remember that you still have legal responsibility for your Fire Risk Assessment and its implementation. As such, you need to be able to demonstrate that you took reasonable steps to ensure the person you employed was competent and that you implemented the assessment properly.

Finally

PASC UK will commission a report on assisting owners with larger properties carry out Fire Risk Assessments if the Home Office do not confirm that a further guide to address this is imminent.

For those that want to see all the legislation behind all these changes...

<https://www.gov.uk/government/collections/fire-safety-legislation-guidance-for-those-with-legal-duties>

A big change is that **all short let properties let for money will have to have a written Fire Risk Assessment from 1<sup>st</sup> October 2023**. Currently it is only a legal requirement to have one if you have five employees or more.

It is also an obligation even if you only let one room, once in year...

The law applies to all short-term lets that are not let as a principal residence – even if you rent out a room in your home only once.

However you advertise your property for paying guests, you have a responsibility to make sure your guests are safe from fire.

We will shortly be announcing a series of webinars to assist Members, to help them navigate Fire Risk Assessments etc. We are currently getting speakers organised for these webinars, which when held, will be recorded and available to all..... More next week.....

## BUSINESS RATES 2023 UPDATE 18 APRIL

We finally got sight of the new 2023 Self-Catering Practice Note on Friday morning, after the Valuation Office had experienced technical issues with getting all the practice Notes online.

Here it is: <https://bit.ly/3mFoWkM>

You need to scroll down to here to find it on that page:

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### 9. Valuation Support

[Show](#)

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#### Practice note 1: 2023 - holiday accommodation (self-catering)

[Show](#)

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The new 2023 Rating list now applies to all that are registered for Business Rates. This Practice Note is the basis under which your Rateable Value has been calculated and under which all Checks, Challenges and Appeals need to be done.

There are lots of changes to this Practice Note, which we are not yet fully conversant with, so have a meeting with the Valuation Office to try and get a better understanding of the changes, and what impacts they will have. There is not much change to the process if you have five or more units on one Rateable Value.

Please be patient whilst we get a fuller understanding of the changes, so that we can help Members wishing to 'Check' their 2023 Rateable Value. We are also waiting for confirmation that the 'Check, Challenge, Appeal' that works well in England will be available in Wales.

We may then be able to help those Members that have had increases through the 'Check' system to get them reduced. Please by all means log with the Chair that you would like to look at your Business Rates by sending a note to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk) Note. This service is only available to paid Members.

## **NEW PASC UK WEBINAR PROGRAMME FOR APRIL/MAY 2023**

We will be adding to the Webinar programme in March/April 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 SELF-CATERING AGENCY MEETING**

**Date 1100 on Tuesday 25 April 2023**

**This meeting will be recorded and placed in the Members area on the website**

This is a meeting specifically for the teams at our Self-Catering agency Members. We will be pulling together content for this Meeting over the coming weeks.

It will include:

- Update on Fire Regs, with particular reference to ALL having to do Fire Risk Assessments from 1/10/23
- Update on Statutory Registration
- Update on how we propose to respond to the Planning change Consultation.
- AOB

There will be more and we will update as we move forwards.

To book you need to click on the link below to register and provide your business name please. Tickets are limited to 100 so will be processed on a first come first served basis.

Register here: <http://bit.ly/40E9ALN>

### **2/ PASC UK MEMBERS WEBINAR**

**Date 1100 on Tuesday 2 MAY 2023**

**This meeting will be recorded and placed in the Members area on the website**

We will be pulling together content for this Meeting over the coming weeks.

It will include:

- Further Update on Fire Regs, with particular reference to properties that fall outside the new Guidance
- Update on Statutory Registration and discussion around the key questions
- Update on Planning Consultation and how to respond
- AOB

There will be more included in this meeting, and we will update as get nearer the date.

To book you need to click on the link below to register and provide your business name please.  
Register here: <https://bit.ly/43FurAI>

### **3/ PASC UK BUYING CLUB WEBINAR**

**Date 1100 on Thursday 11 MAY 2023**

**This meeting will be recorded and placed in the Members area on the website**

We will be pulling together content for this Meeting over the coming weeks.

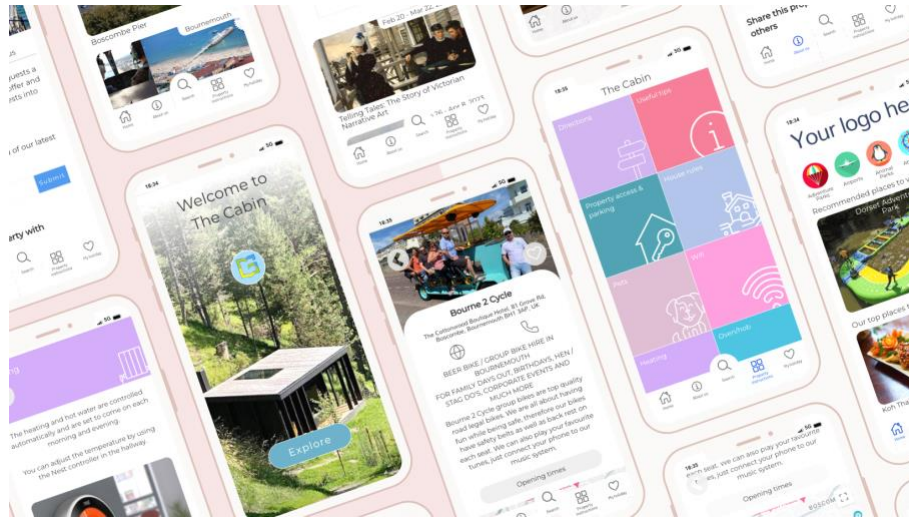
It will include:

- New Member Benefits
- Update on Energy Buying Club
- And much more

There will be more included in this meeting, and we will update as get nearer the date.

To book you need to click on the link below to register and provide your business name please.  
Register here: <https://bit.ly/41fpqNp>

### **NEW PRODUCT .... MY HOLIDAY GUIDE**



After the success of apps like Touch Stay, there were bound to be competitors and we have come across one that has some nice features.

The My Holiday Guide app is a digital guide or welcome book that will enable you to provide your guests with recommended places to visit, highlight your top tips for family attractions or restaurants to dine in. You can also add property instructions that can include text, photos, video, links and PDFs enabling you to remove any scruffy manuals currently in your welcome book, avoid any pages getting lost, and provide up to date information in an easy-to-use format.

You can update the digital guidebook remotely with your guests seeing changes instantly.

The app is 'white labelled' meaning that you put your own branding on it. and is especially good if you own or manage multiple properties.

Guests can favourite attractions and locations ahead of their visit so that they can plan their stay and build excitement leading up to their visit.

You can provide as much, or as little information about you which can include a contact form, out of hours emergency number, and the ability for guests to view your other properties - increasing the potential for further bookings.

Pricing is based upon how many properties you manage through the app and starts at just £75 per year for one property.

You can see more details and start a free 14 day trial by visiting their website here: <https://bit.ly/3UIHc9j>

## UPDATED REQUEST FOR HELP FOR THE TRADE DIRECTORY

Firstly, huge thanks to all those who have sent in details of suppliers. We have received a really good response to this and have now broadened the ask to enable us to have more suppliers in some of the other categories that we will launch with.

Please can you therefore supply your recommendations for any of the following please. Please try and use the format below, as it will save us huge amounts of time populating the trade Directory. Just

send an email to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk) with category in the Subject Line and details as laid out below in the body of the email. Many thanks.

Company name:

Website:

Tel:

Contact:

Email:

What they offer? e.g. PAT Testing, Photography, Chimney Sweep, mortgage brokers for holiday lets etc

Area/Region covered:

Categories we are aiming to launch with are and would welcome your recommendations:

**Direct Booking Channels**

**Fire Testing**

**Pat Testing**

**Electrical Testing**

**Gas Testing**

**Chimney Sweeps**

**Website design**

**Photography/Video/Drone**

**Channel Managers**

**Green energy/Electric Vehicle Charging installers**

**Artwork/Logos**

**Accountants**

**Solicitors**

**Insurance Companies**

**Marketing/SEO and Social Media support**

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

The **PASC UK Members Meeting** recorded on 2 March is **now available in the Members area**

The **Cancel Cover** recorded on 23 February is now in the **free to view Webinar** area on the website.

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/>

## **RESETTING YOUR PASSWORD FOR THE PASC UK MEMBERS AREA**

You are able to check your account details and download any of the 25 Members only PASC UK papers. The full list of the PASC UK Members Papers is detailed below.

### **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.

## **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/>

## **WALES INFORMATION AND WHERE TO FIND IT**

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/>

## **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:**

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## 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)  
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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.

