



Professional Association of Self-Caterers UK

COVID GUIDELINES NEWSLETTER

21 May 2021

Issue 59

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SUPPORT GUIDELINES

We still get 100+ emails a day, plus 20+ phone calls, so we have to reiterate the support rules please.

- **Paid up** Members get phone and email support. Please put property name in Subject line
- Non-Member emails will get dealt with after Members emails
- We cannot respond to questions on Facebook and Linked in
- Please read the most recent Newsletter before calling/emailing
- Recent Newsletters are on the website

The email address to use in chair@pascuk.co.uk

Many thanks, your support with this would be much appreciated.

PASC UK SOCIAL MEDIA

**Please follow PASC on Twitter @PascUK
Please on Facebook @pascukltd**

This is where the latest news between newsletters gets posted.

To try and shrink the newsletter in advance of the new style that will be launched with the new website, pretty much anything that has not changed, is not in this newsletter. So, if you need to find out about how much the Restart Grants are in England, or the Business Rates grants in Scotland, or what 'self-contained' means in Wales we ask you to refer to previous newsletters.

If these are not to hand, then you can download them from www.pascuk.co.uk

These are now indexed at the bottom of this newsletter in preparation for forming part of FAQ's on the new website.

COMMENTARY

We are getting a large amount of feedback from readers of this newsletter that it's crazy that holidaymakers can fly abroad, even to Amber Countries, whilst any restrictions are still in place for hospitality in the UK.

Those with properties that need bigger groups sizes than the rule of six, or two households are mystified that you can have 30 people inside for a wedding, but the same size group cannot stay. These contradictions plagued lobbying discussion last year, and will do so again this year, as the Government struggles to explain why, but not the other. There simply is no evidence to suggest that self-contained accommodation, following the Covid Cleaning Protocols, has anything like the same risk profile as a busy pub or restaurant, and you are choosing the group that you are staying with.

In England, groups sizes may be OK if they do lift restrictions as suggested on the Road Map from June 21, but nervousness caused by the Indian Variant, has meant that that will not be confirmed until at least the 14th June. It's too late then to start having to try and cancel and

rebook all those bookings. The situation for Scotland and Wales is even worse, with groups sizes at extraordinarily low levels even past June, even if the virus continues to recede.

We are making the point that if they stop a business trading, they have to support it. There is a real danger of Politicians and Civil Servants thinking that hospitality is open, and therefore needs no more support.

On the plus side, it does look like there will be great season ahead of us, strong booking figures and rates are being reported by the majority of Members. Torrid newspaper headlines such as Home checks by Police if you have been abroad to an Amber Country and should be isolating will be causing many to cast aside ideas of a foreign holiday this year.

Lost of emails and calls too about trying to get enough staff to help with housekeeping, which we cover in more detail further down this newsletter.

Worth talking a look at the Broadband section too, there are decent sized grants available for some of us hard to reach areas.

We said last week that we would provide you with a list of summer webinars for you to prioritise, and it is covered in detail below. Please take a moment to tell us which are the ones you want to see most, and we'll make sure that happens. If you have any suggestions for webinars to be included on the list, just send a brief note to chair@pascuk.co.uk

Thanks.

WHICH PASC UK WEBINARS ARE YOUR PRIORITY?

Over the Summer we are planning a series of Webinars to helps us all move forwards from the pandemic.

The proposed list is below and can be added to if there are subjects you really want to have covered.

Please take part in this survey to let us know which are the most important to you, it will take less than two minutes. Thanks.

<https://bit.ly/3osWwHf>

If you have additional suggestions, then please send them to chair@pascuk.co.uk

- **Basic social media skills.** (Facebook, Twitter and Instagram)
- **Email marketing to customers** (Making the most of your guest data).
- **Advanced housekeeping** (New approached and new tech to support process)
- **Ten classic Website errors to avoid** (The top tips to make your website perform better)
- **Starting a self-catering business** (Everything from mortgage advice to marketing).
- **Exiting your self-catering business** (How to prepare your business for an exit).
- **Interior design** (A practical session aimed at creating the 5 star look without blowing the budget).
- **Updated Cancellations Policies** (Updated to deal with changing environment).
- **Advanced revenue management** (Making money from OTAs, Dynamic Pricing, understanding and adapting to booking pace, occupancy vs revenue, controlling your costs, etc).

- **Five things to increase Return on Investment** (Hot tubs and other property enhancements).
- **Legal obligations of a self-catering business** (Are WE actually aware of our obligations?)
- **How to target new sectors** (Dogs, babies, cyclists, walkers).
- **Guest complaint handling** (online and offline)
- **Neighbours to holiday cottages vexatious complaints** (exaggerated complaints about noise, parking etc).
- **Managing damage deposits and security charges** (what tech is available?)

STAFF SHORTAGES

We are getting an increasing number of reports about staff shortages from Members. This is happening across all hospitality at the moment, and we have put a link below for you to feed into a survey that the Tourism Alliance are doing to gather evidence of this to try and make the Government aware of just how bad it is.

Please take a moment to fill this in, it's a short 10 question survey open until 28 May 2021: <https://www.surveymonkey.co.uk/r/9NBT6XX>

We have had some Members report success in recruiting through Facebook, local press, signs outside the properties and using a platform called Indeed. <https://uk.indeed.com> we have had some success with Indeed at Higher Wiscombe.

A key issue will be the hourly rate. We are commonly hearing of this ranging from £12.50 to £17.50 in some areas. Whilst extremely unwelcome most businesses are seeing higher occupancy at higher prices and will do so until at least October half-term. So, we have got an increased margin to help soften this.

BROADBAND IN HARD-TO-REACH AREAS, CONSULATION AND GRANTS

PASC UK met with DCMS (Govt Dept for Tourism) yesterday to take part in their consultation into trying to get proper internet connection for the hard-to-reach areas. We are providing case studies to support the work.

If you suffer from abysmal connections, please take the time to take part in this survey, as it will help evidence the work that the Department is doing to try and get more support for you.

<https://www.gov.uk/government/consultations/improving-broadband-for-very-hard-to-reach-premises>

We have covered the **Gigabit Broadband Voucher Scheme** before in the newsletters and are adding again here in the light of the above consultation.

Small businesses in the hardest-to-reach rural areas (with current broadband speeds of less than 100Mbps) may be eligible for a grant of £3,500 to support the cost of installing new gigabit-capable connections.

The voucher website has been updated to include a new premises-level postcode eligibility checker and information on other support that may be available.

The Eligibility Checker and details of the scheme are here: <https://gigabitvoucher.culture.gov.uk>

This took seconds to find out that we are eligible...

Postcode check

Find out if you are eligible for a rural voucher by adding your postcode to the box below.

If you are, you will see a message below the box to indicate that you may be eligible. Please then continue your enquiry with any of your nearest registered suppliers listed underneath

If you are not eligible you could still make enquiries with active suppliers listed underneath to see if they have plans to build in your area.

Postcode:

Address:

[Check another postcode](#)

Great news! This address is **currently eligible for a voucher.**

ICO, DO HOLIDAY LET OWNERS NEED TO PAY? UPDATE

The paper on this has been completed and is now available on the website at <https://www.pascuk.co.uk/publications> It covers whether we all need to register with the ICO and pay an annual fee, normally £40 for doing so. This is called the Data Protection Fee.

Still getting lots of questions on this, so we have asked the solicitors to complete an FAQ on this, and we will publish that shortly.

The rules about this have changed and PASC UK has commissioned a short paper from our legal firm to determine if you need to pay. In short if you handle guest data or have CCTV you will have to pay the fee. It took us about ten minutes to do it, rather annoying that they don't have a self-catering or holiday let option as you scroll down, so you need to click "other".

If you want to find out more for yourselves, please look here: <https://ico.org.uk/for-organisations/data-protection-fee/>

WHAT CAN OPEN IN ENGLAND REPEAT

Many more facilities that many of you offer can open in England from Monday 17th May.

Overnight stays in guest accommodation are restricted to groups of up to 6 people or 2 households/bubbles.

Indoor games and recreation facilities, such as games rooms, spas, saunas, indoor play and soft play centres can open from 17 May. Operators with shared entrances can open too.

Swimming pools, both indoor and outdoor were able to open on 12 April if managed in a Covid secure way.

There is no specific guidance on hot tubs – PASC UK view would be that if they are for personal use then it's fine to use them. If they are a shared facility, then they would need to be for the use of one group at a time (no hot tub parties) and cleaned between each group's use.

Shared laundries at self-catering can open if managed in a Covid secure way.

All need to be operated with Risk Assessments in place and operated in a Covid Secure manner.

After the Prime Minister suggested that hugging was possible again, one of the meetings we took part in had a Public Health England (PHE) representative on it, she suggested the following...

New guidance on meeting friends and family will emphasise personal responsibility rather than government rules. Instead of instructing you to stay 2m apart from anyone you don't live with, you will be encouraged to exercise caution and consider the guidance on risks associated with COVID-19 and actions you can take to help keep you and your loved ones safe. Remember that the risks of close contact may be greater for some people than others and in some settings and circumstances, there will be specific guidance that you will need to follow even when you are with friends and family.

The Guidance was updated on the 11th May and can be found here:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>

SCOTLAND UPDATE

“The First Minister confirmed to parliament on 14th May that both Moray and Glasgow will remain at Level 3 for a further week as a “short term pause” in order to gain control of, and suppress, the rising infection rates seen in both localities, although she did add that the situation in Glasgow was causing more concern than Moray.

She also appealed to the public to restrict non-essential travel in and out of both areas and said extra financial support would be provided to Moray Council and Glasgow City Council to support affected businesses”.

We are expecting an update on which areas will remain under these restrictions this afternoon and will put it up on Facebook as soon as it is clear.

Like Wales, there is zero indication that the Government is thinking beyond having a maximum of eight people (not including children under 12) post June, leaving larger properties high and dry. See Commentary for thoughts on this.

Clarity on Self-Catering Indoor Household Socialising Rules - 17 May onwards

The following confirmation was received from the Scottish Government.

“I can confirm that the indoor household socialising rules and self-catering are aligned and that the changes announced in terms of the acceleration of plans - thanks to positive data on the falls in case numbers – therefore also apply to self-catering accommodation.

In self-catered or other unregulated (unstaffed) accommodation, in-house socialising rules apply. In Level 2, a maximum of 6 people from up to 3 households can socialise in a private dwelling. Children under the age of 12 from these households do not count towards the total number of people permitted to meet”.

However.....

From Monday 17 May:

- Mainland Scotland and islands not moving to Level 1 will move to Level 2
- Orkney, Shetland, Na h-Eileanan Siar, all islands in Highland (except Skye) and the following islands within Argyll and Bute will move to Level 1 - Coll, Colonsay, Erraid, Gometra, Iona, Islay, Jura, Mull, Oronsay, Tiree and Ulva
- Moray is likely to remain at Level 3 for a further period due to the number of COVID-19 cases - we will confirm this by the end of the week. Financial support will be available to businesses in the area if Moray does remain at Level 3

Detail on link below....

https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/pages/protection-levels-by-area/?mc_cid=dceee2c188&mc_eid=4aa4e88814&fbclid=IwAR3b94-06lklhi-9WlqF58A25O_RfZ5h8Fc43mqYoD8KK6VF344I6_UevdY

Further Guidance is as follows, courtesy of the ASSC (Association of Scotland's Self-Caterers)

Indoor household socialising rules and self-catering are aligned and that the changes announced in terms of the acceleration of plans – thanks to positive data on the falls in case numbers – therefore also apply to self-catering accommodation.

In self-catered or other unregulated (unstaffed) accommodation, in-house socialising rules apply. In Level 2, a maximum of 6 people from up to 3 households can socialise in a private dwelling. Children under the age of 12 from these households do not count towards the total number of people permitted to meet.

Q Can households share a room in a hotel / other tourist accommodation?

A. Given the transmission risks associated with different households sleeping in the same room, Bedrooms should only be occupied by one household or extended household. This is the position in levels 0-3 (closed in 4). However, we will keep all restrictions under review and will not keep these in place for longer than necessary.

In self-catered or other unregulated (unstaffed) accommodation, in-house socialising rules apply.

In public spaces within regulated (staffed) tourist accommodation, the rules about socialising in an indoors public place apply.

See indoor socialising rules for public/private places.

Tourism and hospitality guidance should be followed with any easings to mitigate risk.

Operators are advised to ensure there is sufficient capacity within their accommodation to safely accommodate the numbers of people and households permitted in the levels framework, allowing for required physical distancing between household groups. The number of people and households permitted will depend on the capacity of the accommodation, and the stage we are at in the coronavirus timetable for easing restrictions.

When sharing self-catered tourist accommodation, it is advisable for separate households to have their own bedrooms and that shared bathrooms and kitchens are kept clean and materials and instructions for these are provided.

Visitors should, where practicable, use shared rooms one at a time with cleaning and ventilation in between (e.g., preparing and eating a meal). Where communal toilets are being used providers should implement measures to decrease the risk of contamination, including enhanced cleaning,

and consider reducing access to a one in, one out basis. Cleaning materials should be provided for users to 'clean as they go'.

The approach to reducing household restrictions will be gradual as we move through the levels to ensure continued suppression of the virus. The Scottish Government will keep the guidance around restrictions under review to ensure safety but will not keep them in place longer than is necessary.

Within regulated (staffed) tourist accommodation which indoor socialising rules apply to shared and / or public areas?

In public spaces within regulated (staffed) accommodation, the rules with regard to socialising in an indoors public place will apply, subject to relevant appropriate mitigation measures.

In private/self-catering environments which are unstaffed (which would include hostels entertaining as an exclusive use booking and with no staff on hand), then the in-house socialising rules will apply.

Q: If someone has a self-catering cottage books from Saturday 15th for a week, and Moray stays at Level 3, does the guest (from Level 2) have to return home on Monday 17th?

A: No, they can stay, and the booking can be honoured, but when they're there, they should only visit attractions in Moray and not travel outside except for essential reasons.

The protection levels have now been fully updated to reflect this:

<https://www.assc.co.uk/clarity-on-self-catering-indoor-household-socialising-rules-17-may-onwards/>

WALES UPDATE FURTHER SUPPORT GRANTS UPDATE

Once the eligibility checker opened at Midday on Monday 17th May, it became clear that 99% of self-catering business would not meet the criteria. It's mainly targeted at businesses that are still closed under restriction from 1st May and have lost over 60% of their turnover. The only kind of self-catering business that we can think of that might be eligible would be a large holiday house that's main business was weddings and had lost over 60% of turnover.

WALES MOVES TO ALERT LEVEL 2

The key point here is that the statement says that "all holiday accommodation can open", and "six people from up to six households (not including children under 11) can book".

Book is an odd choice of words; we would have preferred "stay".

We have discussed this with the WTA (Wales Tourism Alliance) and believe that this Rules of Six is in addition to the Extended Household, so you can choose either to apply to a specific group. This brings it much more into line with England, where you can have Rule of Six or Two Households.

The next review will be in two weeks' time, when we are hoping that the Welsh Government will increase the size of groups allowed to stay in self-contained accommodation, at least in line with wedding group sizes, currently 30 indoors and planned to be 50 indoors from the next review.

COVID TRAVEL CHARTER

The Covid Travel Charter published by the government this week actually has some useful notes in it. We have highlighted a couple below in green.

PASC UK have always said that the guest should take out travel insurance, and that they should ensure that that covers them for catching Covid or having to self-isolate.

It also says that you may not be entitled to a refund, which is helpful, we understand that if we are closed by law or the guest cannot travel by law then the booking should be refunded or deferred at the guests choice. However, there is no obligation to refund customers who are just changing their minds because they fancy Tenerife.

Be aware that almost all requests for cancellations will be Covid based, you should diligently check the validity of the request.

Details of charter here:

To coincide with the easing of international travel restrictions, DfT have launched a Covid Travel Charter to inform the public of their rights, responsibilities and reasonable expectations regarding international travel whilst COVID-19 measures remain in place. The key components of the Charter are:

- When making a booking check the terms and conditions to understand the impact if your plans change, such as in response to changes in restrictions or travel guidance.
- Make sure you have travel insurance at the time of booking, that is suitable for your needs and travel plans, for both international and domestic travel. Please make sure you read and understand the terms and conditions of any travel insurance and check with the provider if you have any questions or concerns.
- If your plans or circumstances change, in the first instance you should discuss any concerns with your travel provider (the organisation you booked with, for example if you booked a package holiday, you should speak to the company you booked it through) as soon as possible, to consider available options.
- Additional checks are to be expected when travelling and you should allow for extra time during your journey for these.
- You are responsible for making sure you have all the correct documentation ready for your journey. Guidance, advice and information about travelling, including entry requirements for the country you are travelling to, may be updated ahead of your travel dates. It is your responsibility to make sure you are regularly checking relevant information ahead of your trip. Rules and restrictions may be different in different parts of the UK (England, Northern Ireland, Scotland and Wales) and so you should check the relevant guidance for the country you are in.
- You may not be entitled to a refund, but you should speak to your travel provider to discuss options for amending your travel dates or destination, as soon as possible, in the event that:
 - the restrictions in the countries you are travelling to change
 - the rating under the government's traffic light category changes for the country you are travelling to
 - any other COVID-19 restrictions changes affect your travel plans

<https://www.gov.uk/government/publications/passenger-covid-19-charter/passenger-covid-19-charter>

STEP 3 POSTERS ENGLAND

The Government has published posters that explain the main rules and restrictions associated with today's move to Step 3. These posters are an excellent resource for making sure staff and customers are aware of the rules - they can also be added to websites or attached to booking confirmations so that customers know what to expect during this phase prior to arrival.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/986738/C_OVID-19_Roadmap_Posters_STEP_3_2021_digi.pdf

<p>MEETING OTHERS </p> <p>You can meet outdoors in groups of up to 30 people. You can meet indoors in groups of up to six people or two households.</p> <p>You don't have to stay 2m apart from friends and family, but consider the risks to you and those you are with.</p>	<p>OVERNIGHT STAYS </p> <p>Domestic overnight stays are allowed, in groups of up to six people or 2 households.</p>	<p>EDUCATION </p> <p>Schools, colleges and universities fully open.</p> <p>Regular testing provided.</p>	<p>WORK AND BUSINESS </p> <p>You should continue to work from home if you can.</p>
<p>RETAIL AND PERSONAL CARE </p> <p>Open.</p>	<p>BARs, PUBS AND RESTAURANTS </p> <p>Open.</p> <p>Groups of up to six people or two households allowed indoors.</p> <p>Groups of up to 30 allowed outdoors.</p>	<p>ACCOMMODATION </p> <p>All holiday accommodation open, including hotels, hostels and B&Bs.</p>	<p>LEISURE AND SPORTS FACILITIES </p> <p>Open indoors and outdoors, including gyms, indoor sports facilities, swimming pools, saunas and steam rooms.</p> <p>Organised sport and group exercises allowed.</p>

PAYING BACK SEISS

HMRC has updated it's guidance to explain when and how to tell them about a tax return amendment if it affects your eligibility or grant amount. Specifically, you must tell them if there is an amendment to any of your tax returns on or after 3 March 2021 which either:

- lowers the amount of fourth grant you're eligible for
- causes you to no longer be eligible for the fourth grant
-

If your return has been amended before claiming your grant, you must tell them within 90 days of receiving your grant.

If your return has been amended after receiving your grant, you must tell them within 90 days of making the amendment.

<https://www.gov.uk/guidance/tell-hmrc-and-pay-the-self-employment-income-support-scheme-grant-back>

GHOSTING PAPER UPDATE

We are continuing to get considerable feedback about what is called 'ghosting'. This most commonly occurs when you leave a website that you advertise on, and they leave your property on there, and often put a note below, saying 'no longer available for bookings'. Getting these

pages removed can take considerable effort. Leaving the page up can cause serious damage to your businesses.

We now have a really good body of evidence, which we have sent to our solicitors for them to help write the paper on Ghosting, steps to get properties removed, and if this does not work, a legal package to get resolution.

If you have been affected by this, please keep sending in your information on what happened to chair@pascuk.co.uk Every bit helps.

This is all closely related to 'intellectual property rights' (IPR) so in the Webinar we will also cover what are your Intellectual Property Rights, how best to protect them and how not to breach others IPR.

We have extended the content of this webinar to include:

- Brand Protection
- Your Intellectual property, how to protect it?
- Others Intellectual property, how to avoid inadvertently using it without permission?
- Ghosting, five steps to resolve it. Plus legal package if that process does not work
- Naming of our properties.
- Using Google to find who is using your images
- Control of Digital assets

More details to follow shortly....

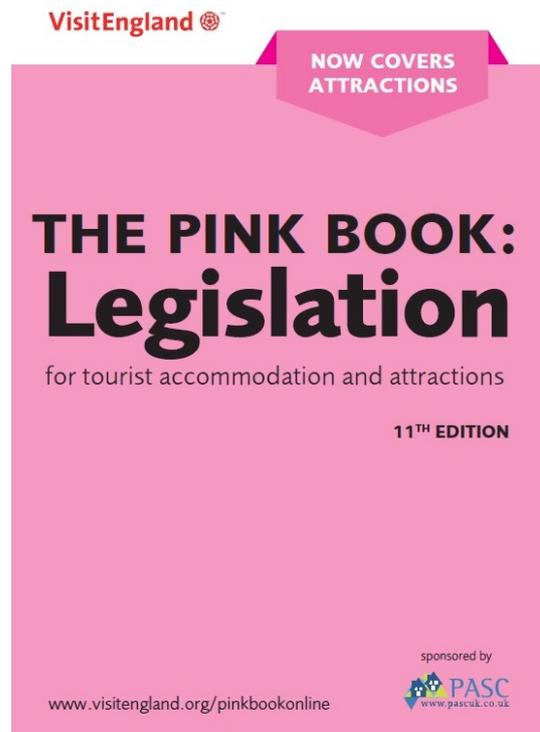
PASC UK MEMBERSHIP PACKS COMING SOON UPDATE

All the printed components have now been delivered. We now just have to pack them all... starting in gaps on Monday. All Membership packs should be on their way by the end of next week.

These will include

- Membership Certificate
- Membership Sticker
- Copy of the Pink Book
- A range of Member only benefits and discounts
- And a letter thanking you for your support

To remind you the Pink Book is



We are pleased to announce that PASC UK will be the sponsor for the Visit England Pink Book for the next two years.

The newly update Edition 11 is now been published, and we are sponsoring both the printed version and the online copy.

Printed versions will be sent to all PASC UK members, and online versions will be free to download. The new version is now online here: <https://www.visitbritain.org/business-advice/know-your-legal-obligations>

The Pink Book is written by Kurt Janson, who also leads the day-to-day activities of the Tourism Alliance. Kurt is also a Board Member of PASC UK.

The book contains exactly what is says on the cover, all the rules and regulations for tourist accommodation and is written in clear terms, not jargon or legalise.

PASC UK believes, and has done from day one, that all paid for accommodation should be 'safe and legal' and PASC UK curates this wider campaign in the UK. Sponsoring the Pink Book is another step forward is seeing this happen.

REGIONAL TOURISM AWARDS OPENING ENGLAND ERROR CORRECTED

Across the country Regional Tourism Awards are once more being announced. Entering these programmes can bring great benefits to our businesses, firstly they help you look at your business from another perspective, and second getting shortlisted and being part of the finals is both a great experience and brilliant PR for your business. In the majority of cases, they are free to enter.

We have entered the SW awards each time we have revamped our business and were lucky enough to win both the Visit Devon and SW England awards for self-catering this year. The

response from our guests was brilliant, lots of fabulous goodwill and importantly lots more bookings. Being able to say 'best in your County' is a compelling unique selling point.

Error:

The way that the system works is that if there are local awards, then you have to enter them first, if there are no local awards covering your area, then you can directly enter the Visit England Awards, see below. So, everyone can enter.

Correction:

The way that the system works is that if there are local awards, then you have to enter them first, if there are no local awards covering your area, there is no route to enter the Visit England Awards, see below. Visit England suggest that you contact your local Destination Marketing Organisation to see if they have any plans to have an awards programme.

<https://www.visitbritain.org/business-advice/awards/apply-now-your-local-tourism-awards>

If you win locally, you get to be entered into the National Tourism Awards.

This is an example of Regional Tourism Awards that are open now and The Beautiful South Awards, that cover South East England, are opening up soon for entries. Happy to promote other regional award openings in this newsletter. Send to chair@pascuk.co.uk

2021/22 TOURISM EXCELLENCE AWARDS OPEN FOR ENTRY



The 2021/22 South West Tourism Excellence Awards are now open. The Awards, cover all of the South West, with county schemes for Bristol, Bath and Somerset, Dorset, Devon and Cornwall, offering businesses the chance to win locally, regionally and – for matching categories – in the national VisitEngland awards.

Businesses from across that region are invited to submit their entries.

<https://www.southwesttourismawards.org.uk/how-to-enter>

These awards are free to enter.

The 2021/22 Beautiful South Awards are also open, these cover Hampshire, Isle of Wight, Sussex, Kent, Surrey, Berks, Bucks and Oxfordshire.

Businesses from across that region are invited to submit their entries.

<https://www.beautifulsouthwards.co.uk/how-to-enter>

These awards are free to enter for Tourism South East Members, non-Members pay £70+VAT.

Please let us know if your area is launching an awards programme. Thanks.

VISIT ENGLAND AWARDS FOR EXCELLENCE UPDATE



England's tourism awards champion the very best of the country's tourism industry, celebrating quality, innovation and best practice.

The annual awards cycle begins with a series of local competitions, which feed up to the national VisitEngland Awards for Excellence. Businesses complete a single application and local winners are automatically put forward to the national judging panel.

The highlight of each awards cycle is the national **VisitEngland Awards for Excellence event** where the finest businesses receive the most coveted accolade in English tourism.

Find out how to enter here.

https://www.visitbritain.org/business-advice/visitengland-awards-excellence?utm_source=VBVE_ENEWS&utm_medium=e-news&utm_campaign=VBVE_ENEWS_12_05_21&utm_term=VBVE_ENEWS_12_05_21&utm_content=awards_for_excellence

<https://www.mumsnet.com/Talk/holidays/4238144-Dear-holiday-cottage-owners?fbclid=IwAR311b5V4FCZVGN2wTaT29InO5oTvKZAYHL6TD1z9am99lt46o6gjQOTkd4>

RECORDINGS OF PASC UK WEBINARS

Free Webinar on Cancellation Policies

Date Broadcast 3rd February

Recording can be viewed here: <https://www.youtube.com/watch?v=zhtHyXDswI4>

Beth Bailey, Chair Premier Cottages
Tom Chartres Moore, Solicitor, Stephens & Scown
Nick Clayson, Pitt Farm Holiday Cottages and Solicitor
Alistair Handyside, Chair PASC UK and Owner

This webinar covered the pros and cons of various cancellation policies applicable to self-catering and should be viewed in conjunction with the Cancellations Policies paper available on the PASC UK website.

Free Webinar on ‘Self-catering Futures, building a world class business’

Date Broadcast: 7th April

Time: 1600-1730

Recording can be viewed here: <https://youtu.be/RSOcLT7b1t8>

We are poised to have a really busy summer this year, as most will not be able, or perhaps willing, to go abroad. What can we do with our businesses to win over these new customers long term? How can we increase our repeat customers as we head towards a really competitive landscape in 2022/2023 when the international markets open up?

Clean: Deborah Heather, Director, Quality in Tourism

Green: Alistair Handyside, Chair PASC UK and owner Higher Wiscombe Ltd

The Experience: Bill Lee, Founder and CEO of Yonder, an ethical OTA

How tech will play its part?

Robert Kennedy: Director SuperControl. Beyond Pricing

Richard Vaughton: Rentivo and Yes Consulting

Andy McNulty: Touch Stay enhancements

Panel Questions

How to become an Accessible Business and Why?

Why should you consider getting involved in the Accessible market? Find out from a panel of experts about the market, what you can expect, what is the financial impact, what you need to do, and how to go about entering this sector.

Key points to consider:

- Market worth £3.2 billion in overnight stays
- Make up 15% of overnight stays
- The guests spend more per night and stay longer

The team will present the market opportunity, the how to's and the benefits, followed by a Q&A session to the whole panel

Date Broadcast: 24 March

Time: 1100 - 1230

Recording can be viewed here: <https://youtu.be/vgU8F-Ww-q8>

Agenda

- Intro: Alistair Handyside, Chair PASC UK
- The Market Opportunity: Ross Calladine, Head of Business Support VisitEngland.
- Accessible does not mean design compromise: Diane Howarth, Cottages in the Dales.
- Marketing the accessible product: Beth Bailey, Kernock Cottages.

- Impact on the bookings: Robert Kennedy, Director SuperControl.
- The National Accessible Scheme: Annette Burgess, Regional Operations Manager, VE Assessments.
- Panel Q & A

Touch Stay Free Webinar

Touch Stay have organised a webinar to share short term lettings successes during the pandemic.

Date: Broadcast 16 March 2021

Time: 5pm

Recording can now be viewed here: <https://touchstay.com/pandemic-self-catering-success/>

Come meet, listen to and chat with four industry professionals who will share stories of happy guests and accommodation professionals during Covid.

Hosting success stories

Tips and tricks gleaned from different countries

How their organizations supported their members during the pandemic crisis

What can self-catering/vacation rental owners do to make 2021 a success and help 2022 sell itself

Panellists:

- Alistair Handyside (Chair, PASC UK; Owner of Higher Wiscombe)
- Merilee Karr (Chair, Short Term Accommodation Association; Founder & CEO, UndertheDoormat)
- Dave Krauss (Founder & Exec., Rent Responsibly)
- Alexa Nota (Founder & Exec., Rent Responsibly)

“Pros and Cons of Self-catering Agents or Going Direct?”

Recording can now be viewed here: <https://youtu.be/491JitUxBOs>

Date broadcast: Wednesday 24 February 2021

Time: 1500 -1630

This webinar featured the pros and cons of both the self-catering agency route and of taking your bookings direct. Plus, it also features the Q&A on the Road Maps

“Chargebacks”

Recording can now be viewed here: <https://youtu.be/OhR2Q3Dbxes>

Date Broadcast: Wednesday 17 February 2021

Time: 1500 -1630

Avoid them (why they occur, how to minimise the probability).

Understand what they are, the variants, and what to expect.

Be competent and efficient at dealing with them.

Put a good case together to win a dispute.

“Cyber Security Webinar”

Your Chair helped organise this webinar in his role as Chair of the SW Tourism Alliance, in Conjunction with the SW business Council and The SW Cyber Resilience Centre.

<https://youtu.be/aY8p716GA1g>

LEGIONELLA

Legionella is the big risk. No more than a week before having your first guests back in you must do a flush and clean through of the water systems. Water that has been standing, in many cases luke-warm, is a far greater risk to your guests in your property than Covid is. You can download from the website an easy-to-use short guide on what you need to do to deal with this.

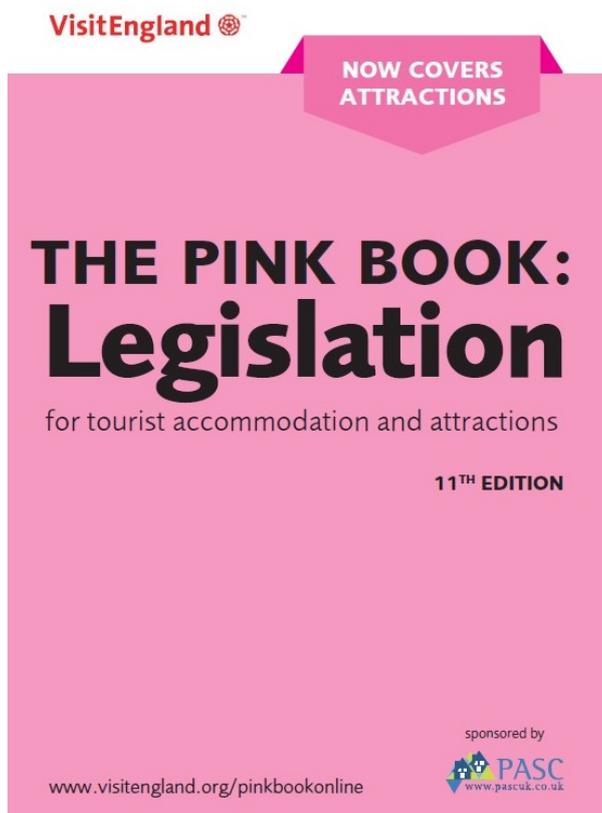
UPDATED FINANCIAL SUPPORT FINDER

The government’s online tool for helping businesses find what financial support they are entitled to has been updated in line with recent changes to support announced in the budget

<https://www.gov.uk/business-coronavirus-support-finder>

NEW PARTNERSHIP WITH VISIT ENGLAND AND THE PINK BOOK

We are pleased to announce that PASC UK will be the sponsor for the Visit England Pink Book for the next two years.



The newly update Edition 11 has been now been published, and we are sponsoring both the printed version and the online copy.

Printed versions will be sent to all PASC UK members, and online versions will be free to download. We will put a note in the Newsletter and on Facebook when the updated version is online.

The Pink Book is written by Kurt Janson, who also leads the day to day activities of the Tourism Alliance. Kurt is also a Board Member of PASC UK.

The book contains exactly what is says on the cover, all the rules and regulations for tourist accommodation and is written in clear terms, not jargon or legalise.

PASC UK believes, and has done from day one, that all paid for accommodation should be 'safe and legal' and PASC UK curates this wider campaign in the UK. Sponsoring the Pink Book is another step forward is seeing this happen.

BUSINESS RATES PAPER FINALLY UPDATED (REPEAT)

Many of you have been waiting for me to finish updating the Business Rates paper that enables you to make a self 'check' on your Business Rates Bill.

I have now finished updating it and will be working through responding to each of you with this.

Please bear in mind:

- The Business Rates Papers are only available to paid up Members.
- The reduced rates negotiated by PASC UK only apply to England and Wales
- The reduced rates negotiated by PASC UK for self-catering are only currently available to Businesses that have 3+ units on one hereditament.
- It will take a while to work through the backlog as each Members needs to have a run through, before applying their "Check".
- We will be in touch directly to arrange these short sessions.

Our apologies that this has taken longer than anticipated.

NEW PASC UK WEBSITE + DOWNLOAD ISSUES

The work is now well underway on the new PASC UK website. The current one has taken a beating during 2020 and some of you, with high levels of security, particularly if you use AVAST security software, are finding downloads difficult. This will be resolved by the new website.

If you cannot download anything, just drop us an email in the interim, saying what you need, and we will email it to you. Send to chair@pascuk.co.uk

There will be changes made, to reflect what PASC UK is in 2021, so there will be a Members only area so that we can provide additional value to those that pay Membership fees. We anticipate the launch being in early April

ONLINE TOOLS FOR FINDING GOVERNMENT SUPPORT (UPDATED)

Summary of Existing Financial Support

HM Treasury has published a summary of all the support that is available, this is a really useful summary and has links to all the separate support mechanisms under the following categories:

- Employees
- Businesses
- Unemployed
- Low income families
- Local Authorities
- Devolved Administrations

<https://www.gov.uk/government/publications/summary-of-existing-economic-support/summary-of-existing-economic-support>

The online tool for finding out what support is available for your businesses has been updated to reflect recent changes:

<https://www.gov.uk/business-coronavirus-support-finder>

PASC UK MEMBERS LOGO



Please only display if you are a fully paid up Member. You can get a copy by sending an email to admin@pascuk.co.uk Thanks.

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 haven't directly asked before, 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, proper PR firms to assist with campaigns such as the #justpayit (which we will shortly need to run again, more on that later) and Memberships to other organisations that provide common lobbying, information feeds and support.

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, Associate Membership is £200.

Members get telephone support and priority email support.

You can join here, simple form, takes 2 mins, and we'll send an invoice, payable by BACS.

<https://www.pascuk.co.uk/copy-of-become-a-member-1>

MEMBER RENEWALS

Huge favour to ask of regulars, when you get your renewal through please pay it. The logistics of chasing waste hugely valuable time that could be spent doing far more useful things for all. If you don't want to renew, all you have to do is say so.

PASC UK CLOSING AT WEEKENDS

PASC UK is now closed at the weekends for phone and email. We have a self-catering business as well to run and manage through all the same issues that you all have. Many thanks.

ABOUT PASC UK

PASC UK was formed three years ago. It had three principle objectives at that time. The overriding purpose of PASC UK is to help make your business more profitable.

1/ Reduce Business Rates for self-catering

2/ Lobby for a 'level playing field', where all accommodation providers had to operate under the same rules, (think the 350,000 AirBnB properties). So that all have the same proportionate costs and regulations to operate under.

3/ Recover the right to Inheritance Tax Relief for legitimate business operating under FHL (Furnished Holiday Lettings rules).

And more.... See www.pascuk.co.uk

In January 2019, PASC UK succeeded in negotiating a reduction in Business Rates of up to 35% for most self-caterers in England and Wales. Despite a tortuous year with getting the Valuation Office to apply the new system, in January 2020 they switched the system to manual for Self-Caterers, (SCAT-131) and we now hear daily of Members getting great reductions and refunds. Guides on how to Check your Business Rates are available to Members.

After years of lobbying, giving evidence to all Party Parliamentary Groups and working with all the other major accommodation associations in the UK, we had finally got HMG to agree to a roundtable on how to regulate the short-term accommodation sector. Our approach has been one of keeping the sector 'safe and legal'. This meeting has been delayed by the COVID-19 outbreak but will be high on the agenda post the virus restrictions being lifted.

We were also making good progress in our representations to HMG about the reinstatement of Inheritance Tax Relief to FHL businesses provided they complied with a basic business criteria. This is also on hold whilst we all deal with the COVID-19 challenge but will be picked up as soon as practicable.

And much more....

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Available from previous newsletters as marked.
These can be found on www.pascuk.co.uk

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- Business Rates in England and Wales, Form VO6048 14 May Newsletter
- Visit England Recovery Webinars 14 May Newsletter
- English Tourism Week 14 May Newsletter
-
- Self-Testing 14 May Newsletter
- Interesting feedback on Mumsnet regarding Holiday Cottages 14 May Newsletter
- Business Rates in Wales Update 7 May Newsletter
- Wales Teaser 7 May Newsletter
- Confirmation of Relaxation of Restrictions in Wales 7 May Newsletter
- Update on English Guests holidaying in Wales before 17 May 7 May Newsletter
- Test and Trace in England 7 May Newsletter
- MHCLG Review of Second Homes and Business Rates 7 May Newsletter
- ARG update for England (grants for businesses on Council Tax) 7 May Newsletter
- Trip Advisor reverses decision to take your Intellectual Property 7 May Newsletter
- Waste Transfer Rules, and yes it applies to each and every one of you 7 May Newsletter
- Health and Safety Executive Checks and Visits 30 April Newsletter
- Which? Magazine review Covid Secure Schemes 30 April Newsletter
- Covid Secure Business Poster see 23 April Newsletter
- SEISS Repayment Guidance updated 23 April Newsletter
- Companies House Guidance Updated 23 April Newsletter
- Deferred VAT Guidance, further update 23 April Newsletter
- **UPDATE** Questions about Self-Contained Accommodation and shared entrances England See 9 April
- **UPDATE** QR Codes and Recording guests contact details in England See 16 April
- Cookies and Privacy Policies will become out of date this summer See 16 April
- Revised Cleaning Protocols See 16 April
- England Restart Grants Update See 16 April
- New Member Benefit Buying Club See 16 April
- Fines for Non-Covid Compliance See 16 April
- Second Homes and the correct mortgage See 16 April
- How best to communicate all the changes to guests? See 9 April
- Wedding Show Rounds See 9 April
- CJRS Furlough Guidance updated See 9 April
- WIFI Support UK Gigabit Voucher launched See 9 April
- Ethical Low Commission OTA to launch in the UK See 9 April
- The PASC UK/ASSC Grants Survey is published See 9 April
- Checklist for opening properties see 26 March
- Updated Opening guidance in England see 2 April
- Update on Guest Numbers in Scotland see 2 April
- Wales Road Map see 2 April
- Wales Tourism FAQ's see 2 April
- General Wales Update see 2 April
- New Recovery Loans see 26 March
- England Restart Grants details see 19 March

- England Council tax-based Grants (ARG) (non Business Rates) [see 19 March](#)
- Definition of 'self-contained' accommodation in Wales. [see 26 March](#)
- COVID risk Assessments to enable you to open in Wales [see 26 March](#)
- Scotland Business Rates Grants [see 19 March](#)
- Additional Grant in Scotland for eligible Council Tax paying businesses [see 26 March](#)
- Scotland Road Map [see 19 March](#)
- Opportunists reletting your property without your knowledge [see 26 March](#)
- HMRC to launch consultation into holiday lets and Business Rates [see 26 March](#)
- VAT Deferral scheme updated [see 26 March](#)
- Other TAX reviews coming up from HMRC [see 26 March](#)
- Business Rates Review, Interim Report [see 26 March](#)
- Business Show Rounds [see 26 March](#)
- Key Lobbying Objectives [see 26 March](#)
- FCA Business interruption Policy Checker and FAQ [see 26 March](#)
- Cancellations Policy Paper [see 26 March](#)
- PASC UK Awards [see 26 March](#)

Wishing each and every one of you all the best during these trying times, and please Stay Safe.

Best regards

Alistair Handyside MBE
 Executive Chair
 The Professional Association of Self-Caterers UK
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 07771 678028



DISCLAIMER

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

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

