



# Professional Association of Self-Caterers UK

## COVID GUIDELINES NEWSLETTER

### 9 April 2021

### Issue 53

#### This week's contents

- Support Guidelines
- PASC UK Social Media
- Commentary
- PASC UK Closing for a week from 23<sup>rd</sup> April
- Revised Cleaning Protocols
- England Restart Grants Update
- New Member Benefit Buying Club
- Update for Members in Wales
- **UPDATE** QR Codes and Recording guests contact details in England and Wales
- Change to note about QR Codes in England and Wales
- **UPDATE** Questions about Self-Contained Accommodation and shared entrances England
- How best to communicate all the changes to guests?
- Wedding Show Rounds
- Can you help with a survey please?
- CJRS Furlough Guidance updated
- WIFI Support UK Gigabit Voucher launched
- **UPDATE** Visiting Second Homes in England from 29 March
- Ethical Low Commission OTA to launch in the UK
- The PASC UK/ASSC Grants Survey is published
- Recordings of PASC UK Webinars
- Legionella
- Update Financial Support Finder
- New PASC UK Partnership with Visit England and the Pink Book
- Business Rates Check Paper Available (**Repeat**)

#### General Information Section

- New PASC UK Website and Download issues
- Updated Cleaning Protocols
- Online tool for finding government Support
- PASC UK Members logo
- Support Lobbying by Joining PASC UK
- Member Renewals
- PASC UK closed at weekends

- About PASC UK
- Disclaimer

Available from previous newsletters as marked.  
These can be found on [www.pascuk.co.uk](http://www.pascuk.co.uk)

- 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**

## SUPPORT GUIDELINES

We get 200+ emails a day, plus 40+ 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](mailto: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.

### COMMENTARY

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 from [www.pascuk.co.uk](http://www.pascuk.co.uk).

We are now in the middle of re-opening our sector at long last, Wales has been open for two weeks, England opens on Monday and Scotland at the end of the month, whilst there are still groups size restrictions, it is a start to recovery.

We have revised the Cleaning Protocols Along with the ASSC (Association of Scotland's Self Caterers), no major changes, mainly covering the new variants and the requirement to display QR codes and collect guest data.

There is a launch of a new grant for improved Wi-Fi detailed below which will be of interest to many, as this service is now as important as hot water for our guests.

Many of you, particularly in England will be frantically getting the last items on long lists complete ready to welcome guests. Don't forget to run through the legionella cleaning as our properties have been dormant for ages, and this presents a much bigger risk than Covid in self-catering.

We hear lots of reports that many of you are feeling tired before the guests even start arriving, this is hardly surprising after the stresses, strains and uncertainty of the last year. Try and find a way to take some time out, whether that's switching the phone off for a morning and going for a walk, or perhaps going out one lunchtime and eating outside and just remembering what a great business this was pre-Covid, and how it will be again this year.

Wherever you are in the UK we wish you all the very best with preparations for successfully re-opening.

### PASC UK CLOSING FOR WEEK COMMENCING 23 APRIL

Once the Newsletter has been written and distributed on Friday 23<sup>rd</sup> April we will be closing for a week. The only activity will be posting up urgent updates on Facebook. We have said before that we are closed at weekends, but the reality is that this is just catch-up time on email and admin. This time we are really closing for our first break since Lockdown1. We are also closing our own self-catering business for that week, so there is no chance at all of a guest ringing and saying, 'we can't get the dishwasher to work'.

We will be taking a busman's holiday in a holiday cottage and are looking forward to it enormously. We will arrange cover to ensure anything newsworthy is posted on the PASC UK Facebook Page.

## REVISED CLEANING PROTOCOLS UPDATE

We have had several questions about what impact, if any, do the new Covid variants have on the Self-Catering Cleaning Protocols. (Available free on [www.pascuk.co.uk](http://www.pascuk.co.uk) ).

The answer is that the new variants are still 'enveloped viruses' so anything that is EN14476 certified, which is the same as before, will still work, so no need to change if you are using the correct one in the first place. Over 110,000 copies have been downloaded so far.

The Cleaning Protocols have been refreshed this week to cover the above and to include QR codes. The new versions are available on the website at <https://www.pascuk.co.uk/standards>

(Just a note, if you have the Avast anti-spam system it does not like the PASC UK website. We can assure you that the site is not insecure, but to make it as easy as possible for you, and you have the Avast system, please email [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk) and put Protocols in the subject line and we'll email you a copy).

## ENGLAND RESTART GRANTS UPDATE

Huge number of questions on when these substantial Grants will be available. The Government have said from 1<sup>st</sup> April 2021. Please bear in mind that Councils have a huge backlog of Grants to process as well as Grants queries to deal with, so this may take until mid-April before you actually receive the money. Reports coming in that some of these grants have already been launched and processed and that this process was pretty smooth, some more questions to try and reduce fraud.

## NEW MEMBER BENEFIT BUYING CLUB

We are really pleased how the new Buying Group Membership has taken off since launch. Over 200 Members have now signed up and we are getting good feedback on the speed at which you can get the discount cards.

Couple of key things to note:

- This is for paid Members only
- There is no cost to joining this Buying Club for PASC UK Members
- PASC UK does not benefit financially in any way from the Buying Club
- When applying, you must put PASC UK after your business name on the application form

To take part in the scheme, which is free to PASC UK paid Members, all you need to do is register your interest here: <https://www.purchasingforbusiness.co.uk/>

You will receive a simple form asking for your business details. When putting in your business name, put PASC UK afterwards. e.g., Higher Wiscombe Ltd/PASC UK. This will help Gurvinder and his team spot that you are PASC UK Members and send through a list to us for confirmation. As soon as we confirm that you are paid-up members, you will be contacted by the Buying Club and get your discount cards.

The list includes the following:

- 5% Screwfix Discount
- 10% B&Q discount

- Beds (Mattisons & Sleepzee)
- Bedding (Gailarde & Star Linen)
- Small appliances (Stearn Electrics)
- Janitorial & Cleaning (Pattersons & Alliance)
- Electric Vehicle Charging (ROLEC)
- Hot Tubs (Master Spa's)
- Card Processing (Worldpay)
- Outdoor Furniture (LeisureBench)
- Lighting (The Light Solution)
- Inventory & welcome packs (Pattersons)
- Sofa Beds (Hall & Letts)

Just looking at the Screwfix discount alone would pay for Higher Wiscombe's PASC UK Membership.

We are going to offer more Member benefits, mostly in the context of discounts for common products. We have got discounts for Members for SuperControl first year licences and Touch Stay first year licences and will have more on the new website when we get the time to finally finish it.

## UPDATE FOR MEMBERS IN WALES

The key question this week has been, can guests cross the border into Wales and stay overnight in self-contained accommodation from 12 April?

We spoke with the WTA (Wales Tourism Alliance) on Thursday morning who had just spoken to the Welsh Government yesterday to try and resolve the question about whether guests from across the border can STAY in Wales as well as travel into Wales and vice versa.

The Welsh Government confirmed that guests can come and stay in self-contained accommodation as long as they are single households from Monday 12th April and that Welsh residents can leave Wales and stay in self-contained accommodation in England after the 12th April. (Scotland still closed at that time).

This is not in writing anywhere on the Wales Government website, but this is a confirmed conversation and the most that we are likely to get quickly. We will continue to try to get more.

### Update from Welsh Government

Are accommodation businesses in Wales allowed to open?

Self-contained accommodation can open. This includes any accommodation which does not require guests to share washing facilities, toilets or kitchens. Hotels and other serviced accommodation, for example, B&Bs and hostels, which have en-suite rooms and can provide room service meals also come into this category. All accommodation providers will be required to **take all reasonable measures to minimise the spread of the virus**.

<https://gov.wales/taking-all-reasonable-measures-minimise-risk-exposure-coronavirus-workplaces-and-premises-open>

Can I travel to and from my second home or holiday home?

Travel within Wales is permitted and therefore, if you live here, you are able to visit your second home or holiday home. Travel in and out of Wales is not permitted unless there is a reasonable excuse. There may be a reasonable excuse to travel to your second home if there are pressing health and safety or insurance issues. Any travel on these exceptional grounds must be for the purpose of dealing with the issue and be for as short a time as possible. This should not, therefore, necessitate an overnight stay.

Can I travel to and from my holiday home to prepare it to rent to other people?

You can now travel to and from your home in Wales to stay in, maintain or prepare for booking a second home that is also in Wales.

Currently, travel in to and out of Wales is not permitted unless there is a reasonable excuse. Owners who do not live in Wales may need to check, inspect, or maintain their property ahead of taking bookings. Wherever possible we would encourage any necessary activity to be undertaken by someone locally. You, or anyone acting on your behalf, must not stay overnight at the property. You should travel alone where possible.

The same rules apply to caravans, boats and other temporary accommodation. Before visiting, you should secure the agreement of the site owner if this is appropriate.

Who can I stay with in holiday accommodation such as hotels, caravans or self-catering accommodation?

You will only be able to share holiday accommodation with the people you live with in your household, and people in your support bubble (or anyone who is a carer of a member of the household). This helps to reduce the risk of coronavirus being transmitted significantly, as sleeping in close proximity to other people carries a high risk of transmission due to the length of time you spend near each other.

All this and more at <https://gov.wales/current-restrictions-frequently-asked-questions>

### More from PASC UK

We expect to be able to announce that we will have a Wales based representative joining the PASC UK team, specifically to help with Welsh members and Welsh issues. We now have more Members in Wales than WASCO (Wales Association of Self-Caterers) had in its last years with more joining weekly.

PASC UK agreed with WASCO that we would offer ex WASCO Members half price Membership of PASC UK for their first year, originally this offer was to expire at the end of February. Over half of the WASCO Members have now joined, so we are going to extend the offer until the end of April. When joining just quote WASCO and these prices will be applied.

Single Property £35.00  
1 – 4 Units £62.50  
5 – 10 Units £100  
10 + Units £150

Agents in Wales £200

We have joined the Wales Tourism Alliance since 1 January as full Members and are active in directly lobbying Government. We are working collectively on a response to the Welsh Government consultation in the sector.

Here is the written statement from the Welsh Government:  
<https://gov.wales/written-statement-second-homes-wales>

Here is the full paper, it's 85 pages long and we will try and summarize over the coming weeks.  
<https://gov.wales/second-homes-developing-new-policies>

We are working with the Wales Tourism Alliance Board to formulate a response to the Welsh Government.

Key issues were identified as:

- It was weak on economic impact
- It suggests that the Welsh language is at risk because of the sector
- It does not recognise that second homes are owned by Welsh residents too
- It does not properly understand how a sensible registration scheme would help Government, Councils, Businesses and Consumers.

We will be responding with sensible, practical suggestions.

## QR CODES AND RECORDING GUESTS CONTACT DETAIL IN ENGLAND AND WALES

The Government has updated guidance on opening. It's pretty straightforward. The contradiction that we covered last week has been corrected and we 100% DO need to gather ALL guest data, not just lead guest data.

Updated and corrected information is here: <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace#template-privacy-notice>

We have checked via the Wales Tourism Alliance and are 99% sure that this will apply to Wales as well. Why it takes so long to come back on simple matters goodness only knows. It's not too onerous for small self-catering businesses but is a nightmare for agencies. Some more notice and clarification would be helpful.

Key Questions arising.

- We all need to display QR Codes. These can be downloaded here, it's very straightforward.  
<https://bit.ly/3rGOLNC>
- We all need to display the QR code posters as well as record the data.
- If you have one from last time, it's still current.
- You need to gather ALL the names and contact details of all guests over 16, not just the lead booker.
- Name, and either phone number or email address is the minimum.

- You need to keep this information for 21 Days after guest departure, then you should destroy it.
- We suggest one QR Code per cottage, just in case you do get a Test and Trace call, and then it will only apply to your guests in that property
- Do we need to record staff on the premises? Yes, we do but not delivery drivers
- Is this law? Yes, it is, see below....

At our business we contacted each of our bookings with a simple email along these lines, all the guests promptly responded with the information.

Dear xxxx

We look forward to welcoming you to xxxxx on the xx/xx/2021. We have just been notified that there has been change in the regulations, and that we now have to gather basic information on behalf of NHS Test and Trace.

Could you please provide us with the name and either email address or mobile phone number of all members of your party aged over 16?

This data will only be stored for 21 days after you leave us and will only be made available to the NHS in the event of a Test and Trace enquiry.

With best regards etc

The new rules.....

#### Test & Trace

- The Government has confirmed that test and trace obligations will resume when the industry reopens from 12 April, including for outdoor use only and to remain in place until at least September.
- **In a change to previous requirement, the contact details for all persons in a party must be captured – it is no longer sufficient to have the lead booker only. This means that for pre-booked activities either all contact details must be captured at the point of booking or customers will have to scan a QR code or provide contact details manually on arrival.**
- **There is an additional requirement for hospitality businesses to take ‘reasonable steps’ to refuse entry to those not providing contact details or scanning the QR code.** If reasonable measures to restrict are not successful, it will not be illegal for a customer to enter the premises.
- It is a legal requirement for premises to display the QR code posters – even if they choose to collect data by other means – and they will be sending to businesses w/c 29 March. Businesses in Wales will need to comply with both legal requirements.
- The Government will engage in a media and comms campaign to alert members of the public to the new requirements.
- The requirement to capture contact data applies not just to customers but also staff and visitors (not deliveries) so a record should be kept of staff rotas.

Full details here: <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance>

General Guidance can be found here: Covers updating your Risk Assessments, (a must do) cleaning, ventilation and more. It also says that we need to continue to display QR Codes, we'll put an update on that next week.

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

## CHANGE TO NOTE ABOUT QR CODES IN ENGLAND AND WALES

The terms of use relating to the official NHS QR code poster you downloaded for your venue have changed. You can view this at <https://create-qr-code-poster.service.gov.uk/help/termsfuse>.

These two changes are outlined below:

- We may now share details of venues that have downloaded an official NHS QR code poster with local authorities and health protection teams. This is to help local authorities make sure venues that should display an official NHS QR code poster are displaying one. As some businesses may be identified by an individual's name, we have produced a privacy notice. You can view this at <https://www.gov.uk/government/publications/nhs-qr-code-venue-posters-privacy-notice>. This shows how personal data will be used if it is shared.
- NHS COVID-19 app users can now share their venue history via the app with public health authorities if they test positive for coronavirus (COVID-19). This will be used to help other visitors to the venue to be warned that they may be at risk if multiple visitors have tested positive since visiting the venue. Venue names and details will not be shared in these alerts.

Kind Regards

NHS COVID-19 app

## QUESTIONS ABOUT SELF-CONTAINED ACCOMODATION AND SHARED ENTRANCES

The guidance for self-catering has just been updated to read:

*Overnight leisure stays in self-contained accommodation will be permitted. This is defined as accommodation in which facilities including: kitchens, sleeping areas, bathrooms and indoor communal areas such as lounges, sitting areas, and **any lifts, staircases or internal corridors used to access the accommodation are restricted to exclusive use of a single household/support bubble. A reception area is not to be treated as an indoor communal area if it is required in order to be open for check-in purposes, but it should only be used for the purposes of check-in.** Guests may also use indoor public toilets, baby changing rooms, breastfeeding rooms, and facilities for laundering clothes, which are not to be treated as indoor communal areas. These areas should be cleaned regularly and kept well-ventilated and guests should try where possible to limit their interaction with other households whilst using these facilities. This will mean that any holiday parks, 'standalone' holiday lets such as houses and cottages, chalets, yurts, holiday boats, and motels and other accommodation in which kitchens, sleeping areas, bathrooms and indoor communal areas such as lounges, sitting areas, and any lifts, staircases or internal corridors used to access the accommodation are for the exclusive use of a single household/support bubble may open for leisure stays.*

Full details here:

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

If the apartments share an outside corridor, stairs or lift for entry and exit, they are not allowed to open. Many have asked if this is guidelines or law, it's law, see below.

This is what is in the Regulations.

(5) Holiday accommodation referred to in sub-paragraph (1) may continue to be provided if that accommodation is provided—

- (a) in a campsite or caravan park, provided that the only shared facilities used by guests at the campsite or caravan park are washing facilities, toilets, water points and waste disposal points, or
- (b) in separate and self-contained premises.

(6) Premises are separate and self-contained for the purposes of this paragraph only if—

- (a) they are provided for persons who are —
  - (i) members of the same household, or
  - (ii) members of two households which are linked households in relation to each other, and
- (b) none of the following are shared with the members of any other household—
  - (i) kitchens,
  - (ii) sleeping areas,
  - (iii) bathrooms, or
  - (iv) indoor communal areas.

(7) In this paragraph—

- (a) a reception area is not to be treated as a shared facility for the purposes of sub-paragraph (5)(a), or an indoor communal area for the purposes of sub-paragraph (6)(b);
- (b) “communal areas” includes in particular corridors, lifts and staircases used to access premises contained in part of a building, lounges or sitting areas.

Here is the complete document.

<https://www.legislation.gov.uk/uksi/2021/364/made>

## HOW BEST TO COMMUNICATE ALL THESE CHANGES TO YOUR GUESTS?

We have had numerous requests to repeat this section from last summer's re-opening..... We have updated it.

It is going to be challenging to get our guests to translate between a headline in the Daily Mail saying we can all go on holiday, and the actual guidelines that we have tried to explain above. They will hear Guidance not law and will expect much to be the same. Those of us worried about running a legitimate business and keeping our insurance cover in place, might think about a sort of Guest Charter. The objective of which is to try to reset the balance between host and guest and to clearly define responsibilities post opening up.

This is our suggestion:  
**Guest Charter**

Dear XXXXXX

### What we are doing to ensure that you have a great and most importantly safe stay at XXXXXX

Firstly, we are ensuring that the property xxxx that you have booked will be cleaned and sanitised to the Covid Ready Guidelines from PASC UK, the AA and Visit England. We have also undertaken the Gold Standard certification scheme, called 'Safe, Clean and Legal' from Quality in Tourism. We have produced a Risk Assessment that covers all aspects of our business and this can be seen on demand, and is also available on our website at [www.XXXXXXXXXX.co.uk/riskassessment](http://www.XXXXXXXXXX.co.uk/riskassessment)



We will be gathering all the information about where you can go out to eat, as booking in advance will be critical, as there will be limited capacity at Restaurants and Pubs and many Take-Aways need advance orders to allocate collection slots. This will be sent you in regular updates prior to your arrival as more business open up. We will include attractions too.

We are preparing the shared facilities for your use. The main one is of course the heated outdoor swimming pool. This will be operated on the following basis. Each cottage will have two 90-minute slots per day, on a rotating basis. There is no reason at all that you cannot swap slots with other guests in a socially distanced way. We will remove the pool furniture, and the changing room will be closed. The cover will be left off the pool and you will not be asked to replace it. We will turn up the heating to compensate. The pool ph and chlorine levels will be maintained daily. To enter the pool, you access through a security gate. There will be a sanitiser station by the gate.

The Games room will be closed.

The Common Play areas.

The games area and 52 acres of Devon countryside will still be available for you to roam and play freely, in a socially distanced way.

We would ask that you minimise asking us to enter the building during your stay. If, for example, a dishwasher doesn't work, we can try and sort it out over the phone in the first instance.

Our contact numbers are Alistair on 07771 0000000 and Lorna 07772 0000000.

We will pretty much always be around, in the farmhouse at the top of the courtyard. The front door is a stable door, if we are in this will be open at the top, so if you need us just call and we'll be there to answer your questions.

On arrival, the cottages will be open and ready for you and the cleaned keys will be in the cottage. Please try not to arrive before 1600 hours so that we can complete the enhanced cleaning under the cleaning protocols above.

### **What we are asking you to do to help us ensure that you have a safe and enjoyable holiday.**

We ask that you socially distance from other guests please, especially relevant with small children.

Please follow the pool guidelines, vacate your slot in good time ready for the next session.

Be rigorous in following social distancing when out in public.

If you show any signs of having the virus then you must immediately go and get tested by contacting <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-an-antigen-test-to-check-if-you-have-coronavirus/>

The result must be shown to us. If positive, you will need to leave if any Member of your party can drive you. If that is not possible and you have to self-isolate here, then you will be have to pay for all bookings that have to be cancelled as a result.

We will need you to provide, names, telephone numbers and email addresses of everyone in the party, so that we can pass this onto the NHS if it is required. This information will not be used for any other purpose. This must be provided at the point of arrival or before.

We have HMG rules that only one household (which can include a bubble) can holiday together until May 17<sup>th</sup> at the earliest. We cannot police this and ask therefore that you risk assess your own party and decide for yourself if your group is appropriate.

Remember the best way to stay safe is to regularly wash hands thoroughly.

Thank you and look forward to welcoming you at XXXXXXXX

## **WEDDING SHOW-ROUNDS**

While business show rounds were already allowed for Step 2, the guidance has now been changed to allow wedding show-rounds. However, this only applies to businesses that have some ability to open already so a wedding show round is allowed at an accommodation businesses but not at an attraction or historic house – which makes little sense in terms of risk.

*Wedding show-rounds, viewings and site visits can only take place at venues when the venue is permitted to open. This means whether an in-person viewing can take place will depend on the current step of the roadmap, and the venues open at that time. For example, in-person viewings at indoor visitor attractions at heritage sites (such as stately or historic homes and castles) can only take place from Step 3 (no earlier than 17 May) when these venues are permitted to reopen. Viewings at accommodation sites can take place at Step 2. People must not visit a closed venue for the purposes of a wedding viewing. Virtual tours or other arrangements should be considered, until venues reopen.*

## CAN YOU HELP WITH A SURVEY PLEASE?

We have been contacted by a Student doing a dissertation researching Edinburgh's perspective and views, for the Scottish government's regulatory framework for Airbnb and short term lets.

Now why might this be relevant to you? The Scottish and Welsh Governments are both pushing for much stricter controls on short term lettings. In England we are still at the debate stage. We need to make sure that regulatory change as proposed is balanced, not flooded out by activists seeking to roll back our sector. George Thornton is a keen young student with a great interest in our sector. Let's give him five mins support and help frame all our futures in a small way at the same time 😊 It closes on Monday night.

The survey is here: <https://forms.office.com/r/vp7QYm2HaS>

## CJRS FURLOUGH GUIDANCE UPDATED

The Guidance on employee registration dates has been updated with greater detail as to when an employee is eligible for furlough payments. The key points are that

- **The employee's reference date is 19 March 2020:** if you made a payment of earnings to the employee in the tax year 2019 to 2020 (and reported this to HMRC on a Real Time Information (RTI) Full Payment Submission (FPS) on or before 19 March 2020)
- **The employee's reference date is 30 October 2020:** if the 19 March 2020 employee reference date does not apply and you made a payment of earnings to the employee which was reported to HMRC on an RTI FPS between 20 March 2020 and 30 October 2020 (inclusive)
- Where neither 19 March 2020 nor 30 October 2020 reference dates apply the employee is not eligible for furlough payment before 1 May 2021.
- **The employee's reference date is 2 March 2021:** If you made a payment of earnings to the employee which was reported to HMRC on an RTI FPS between 31 October 2020 and 2 March 2021 (inclusive). These employees will be eligible for furlough payments from 1 May 2021.

<https://www.gov.uk/guidance/steps-to-take-before-calculating-your-claim-using-the-coronavirus-job-retention-scheme#emp-ref>

## WIFI SUPPORT UK GIGABIT VOUCHER

This covers all of the UK.

This one is really worth knowing about. DCMS is launching their "UK Gigabit Voucher" scheme this week. This was announced on 19 March as part of the wider £5bn 'Project

Gigabit' programme. This new voucher scheme builds on the Rural Gigabit Voucher Scheme and is aimed at providing micro grants of up to £1,500 for households and £3,500 for businesses in the hardest to reach rural areas (with current speeds of less than 100Mbps) to support the cost of installing new gigabit-capable connections when part of a group scheme.

To help raise awareness and drive uptake of the UK Gigabit Voucher, the voucher website includes a new premises level postcode checker that enables you to establish whether you are eligible for the Voucher, and information on other support that may be available.

To qualify for a business voucher, you will be asked to self-certify that you are a Small or Medium size Enterprise (SME)

- Up to 249 employees and annual turnover no greater than £36 million; and/or
- An annual balance sheet total not exceeding £18 million.

You will also be asked to:

- provide evidence of your status as a SME or sole trader.
- self-certify that you will have received less than 325,000 Special Drawing Rights (SDRs) in public grants over any period of three fiscal years including the current year, including the voucher contribution (this includes all coronavirus-related grants)

It's also worth noting that not-for-profit and charity SMEs are eligible for the vouchers.

<https://gigabitvoucher.culture.gov.uk/>

## UPDATE VISITING SECOND HOMES IN ENGLAND

A rather belated update came out on this on Wednesday, rather too late to have any impact, as there is no reason at all why anyone cannot go and stay in self-contained accommodation from Monday 12<sup>th</sup> April. So, the new rules come into immediate effect, and are in place until Sunday night at midnight. Coming out with this so late is just completely hopeless, and likely to have zero impact.

Here it is..

### Staying away from home overnight

You should not stay overnight in a second home, caravan or boat, if that is not your primary residence, unless it is necessary to do so. For example, for work, moving home, to attend a medical appointment, or to avoid injury, illness or harm (including domestic abuse). You should not be going on holiday at this stage.

You must not stay overnight with anyone you do not live with, unless they are part of your [support bubble](#) (where eligible) unless a legal exemption applies.

Guest accommodation providers such as hotels, B&Bs and caravan parks may only remain open for the specific reasons set out in law.

You must not stay overnight away from your home in holiday accommodation such as a hotel unless you:

- are unable to return to your main residence
- need accommodation while moving house
- need accommodation to attend a funeral or related commemorative event,

## Travelling within England

You should minimise travel where possible. This means you should:

- avoid making unnecessary trips
- combine trips where possible

You should not stay away from home overnight for a holiday.

If you need to travel:

- walk or cycle where possible
- avoid car sharing with anyone from outside your household or your support bubble
- plan ahead and avoid busy times and routes on public transport
- regularly wash or sanitise your hands
- wear a face covering on public transport, unless exempt
- stay 2 metres apart from people you do not live with where possible, or 1 metre with extra precautions in place (such as wearing face coverings or increasing ventilation indoors)

And on the website....

<https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do>

## ETHICAL LOW COMMISSION OTA ABOUT TO LAUNCH IN THE UK

The logo for Yonder, featuring the word "yonder" in a lowercase, rounded, green font, followed by a large, stylized "Y" in the same color.

<https://www.yonder.com/uk>

Later this month a new marketing platform called [Yonder.com](https://www.yonder.com) will formally launch in the UK. They are committed to travel in nature and wellbeing. Yonder launched in the States last year and is arriving in the UK and Ireland in April as part of a global expansion. I had the pleasure to meet their CEO, Bill Lee, a year ago before the lockdown, and this amiable entrepreneur is totally committed to offering his guests regenerative and immersive experiences in nature around the world.

Yonder is legally set up as a Public Benefits Corporation, which means they place equal importance on creating both profit and positive societal and environmental impact. Its modern operating standards allow them to offer a competitive 8% commission to its owners. It has completed a full API integration with SuperControl and owner's information, pricing and availability can be uploaded at the push of a button.

With their commitment to rural and rustic locations, Yonder has asked former Farm Stay UK CEO Andy Woodward to head up their local operations. They are also working closely with Quality in Tourism to drive their REST Award, helping owners with their own commitment to responsible, ethical and sustainable tourism practices.

I like their new approach and Yonder is ticking all the right boxes. If you have any nature-based

property, be it rural, coastal, or remote, you can register with Yonder by clicking on <https://global.yonder.com/stewards/uk>

For more information, please call 0203 966 7328 or email [ukoffice@yonder.com](mailto:ukoffice@yonder.com)

## THE PASC UK/ASSC GRANT SURVEY IS PUBLISHED

### (The review of this report will be available next week)

Once again, thanks to all that took part. We received the final draft of the report just as we were writing this newsletter and it makes for pretty depressing reading. As we thought, the Grants support is not getting through on anything like the scale claimed by Governments, the picture in Wales being the worst, and the impact on mental health is just terrifying. Over 46% of respondents said that they felt that they have suffered anxiety and depressions along with signs of their mental health suffering.

We now need to take this report and create some impactful infographics and use the data to lobby the relevant Governments. We will publish the key findings from the report next week, but in the meantime, here is the full report for those that wish to download a copy.

<https://www.pascuk.co.uk/publications> Top left marked as Grants report.

## RECORDINGS OF PASC UK WEBINARS

### Free Webinar on 'Self-catering Futures, building a world class business'

Date Broadcast: 7<sup>th</sup> 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/491JitUxB0s>

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 PINK BOOK: Legislation

for tourist accommodation and attractions

11<sup>TH</sup> EDITION

[www.visitengland.org/pinkbookonline](http://www.visitengland.org/pinkbookonline)

sponsored by  
  
www.pascuk.co.uk

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](mailto: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](mailto: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](http://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....

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