

Professional Association of Self-Caterers UK

NEWSLETTER

COVID-19 UPDATE 22 June 2020

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WEEKLY NEWSLETTER GUIDELINES

PASC UK makes the weekly COVID-19 newsletter freely available to anyone in British self-catering. This newsletter now goes out to over 50,000 businesses and over 32,000 have downloaded the Protocols. This is a massive increase in circulation and PASC UK has very limited staff resources. The following guidelines will therefore need to apply.

- Paid members will receive telephone support
- Paid members will receive priority email support
- Guest newsletter subscriptions will receive email support where possible, subjects that are commonly asked will be answered in the weekly newsletter
- Anyone passing on information taken from this newsletter must credit PASC UK with a link to the website www.pascuk.co.uk

We are having to do this as we are still averaging 300+ emails and over 50 calls a day. Most questions relate to the information provided in the newsletters, so please read the newsletter, and check the links out before calling and emailing.

CHANGE TO NEWSLETTERS

There will be a change to these newsletters. Only new information will be included and the rest of the information will be on the website at <https://www.pascuk.co.uk/covid-19> This content is date stamped so that you will know if it is up-to-date.

KEY LOBBYING OBJECTIVES

The key lobbying objectives remain unchanged over the next week for PASC UK and are pretty much shared by all accommodation associations and are as follows.

- As you will see below, we are trying to get removed any rules that says guests that show signs of COVID have to stay with us and self-isolate, as well as limits on how many families can holiday together. Please write to your MP as described below.
- All Associations are lobbying for a review of the 2m rule. Many other countries are following the 1m rule. The difference in how many hospitality businesses that could economically open at 1m rises to 70%, from a pitiful 30% at 2m. We need lots of different kinds of businesses, restaurants, pubs cafés, museums, attractions etc to be able to open safely in order for us as self-caterers to be able to offer a full holiday experience for our guests. This is now at Prime Minister level and is gaining national coverage.
- Again, alongside all other Hospitality Associations we are asking for Tourism to be treated as a special case by HMG. It is the sector that has been hit hardest, with some experts saying it will take 10 years to recover. The support needs to be substantial, fast and long lasting if the sector is to recover.
- Clarity on opening dates and giving both the businesses and the guests time to plan is becoming ever more critical. All Associations are as one on this and pressuring HMG at every opportunity.
- Currently no self-catering owner that pays themselves through the Furnished Holiday Lettings Rules can apply for the financial self-employed support from HMG. As this applies to probably 80% of you this has been a primary lobbying target this week. Ability to claim support if you are paid via Dividends is also a key lobbying issue.
- Additional Financial support for self-catering business as the lockdown extension bites hard on our sector
- Government to put pressure on Insurance Companies regarding their behaviour, with particular reference to refusal to honour guest insurance and refusal to honour Business Interruption Insurance
- Businesses with a RV of over £51k cannot apply for the Grants

If we make the list too long, all the requests will get lost in the mix. Bear in mind everyone is lobbying HMG at the moment, so we need to keep it as tight with all colleagues in other accommodation associations as possible, and only add a sector specific request if it is a serious issue for our specific self-catering sector.

OPENING DATES AND CUSTOMER SENTIMENT UPDATE

What a week?

Everyone in the hospitality sector on the edge of their seats on Thursday night, and zippo, diddley squat on about re-opening beyond the dull, 'we are looking to getting some parts of hospitality up and running from the 4th July....' platitudes.

It's now become utterly disgraceful and all bodies working together to help get the hospitality sector open have been damming in their comments of this lack of clarity for businesses and consumers alike.

Hundreds of emails and calls asking... why not?

Everything about this is always supposition; however, the general thinking is that with the COVID cases coming down and change from Phase 4 to 3 makes an additional change possible.

That's the important change from 2m to 1m for social distancing. This change would allow tens of thousands more hospitality businesses to open. It's possible therefore that HMG did not want to say go for the 4 July and then a week later reduce social Distancing to 1m, as many business would then have invested in 2m measures.

If true, this is a flawed argument, all the businesses that I talk to have been planning for reopening on 4 July with 2m so have already borne the costs of this.

HMG is now completely disconnected with the realities of business on the ground, crowds outside Primark and Nike don't count as essential businesses in our book, if you could go shopping why can't you stay at one of our safe COVID ready holiday properties? They have agreed that we are the lowest risk of all the hospitality sectors.

What are the dates now and when can we expect clarity?

England

Indicative date of 4th July with probable phasing for different sectors of the industry, should be confirmed on 25 June.

Wales

Possible opening of outdoor activities and attractions on 6th July
Announcement on 9th July with possible opening from 13th July of accommodation without shared facilities
Reopening of accommodation with shared facilities, restaurants, cafes, pubs and indoor attractions and events unknown but possibly after 13th July

Scotland

Industry told to prepare for opening on 15th July as an indicative date, should be confirmed 9th July
A date for reopening pubs and restaurants will not be decided until at least 2nd July

Northern Ireland

26th June - reopening of caravan parks, camping sites and self-catering tourist accommodation
3rd July – reopening of other tourist accommodation as well as attractions, pubs and restaurants, although some phasing may occur.

Clearly a unified approach from the four administrations. What's incredible is their lack of knowledge about the hospitality sector, Monday in Wales and Wednesday in Scotland are not key changeover dates, and will cause all kinds of shuffling of guests bookings, WITHOUT any certainty that this is the final date.

The desperation for opening and getting some at least some money coming in as opposed to refunding guests is increasing. Many are already saying that will open on the dates given above, regardless of further rules from HMG.

Further barriers to opening are as follows:

Guests will have to self-isolate at our properties.

Thanks for all your help on this over the last week. There is no need to send any more letters to your MP's on this. The message has been received loud and clear at HMG. At the Visitor Economy Group in London, that meets every Wednesday, and is chaired by Nigel Huddleston MP, Tourism Minister, he started the meeting by saying that they understood what a huge issue this was and that they were seeking clarity from above. All hospitality lobbying associations are against this.

Will it stay in the Guidelines? We doubt it, will owners comply if it stays in? We doubt it. As we have repeatedly said it is unworkable and open to substantial guest abuse.

In Scotland they have released the detailed Guidelines, (more below) and it has been removed from theirs, so it is no longer an issue in Scotland. We think, but do not know at this time, that Wales will follow Scotland. We will continue to make this a key priority.

The second is that HMG may say that only one household can go on holiday together

This is a major issue for every reader of this newsletter who has a property that sleeps more than six, or has more than one unit and takes joint bookings. So most of you. We are really keen to ensure that the current bubble size is not a continued limitation, and are urgently seeking clarity on group sizes. I have a property that sleeps 20 so am well aware of the chaos and uncertainty that surrounds this issue in dealing with existing and future guest bookings.

We are reasonably confident that the Guidelines will not prevent these bookings, but are always conscious that HMG has not acted in any way predictably on matters such as this.

As an owner of a shutdown self-catering business we fully understand what a nightmare this lack of clarity causes, the worry, the fiscal pressure and trying to respond to guests questions that we cannot answer. As soon as any of these points are resolved we will get them to you straight away.

Please watch on our Facebook and Twitter feeds for key updates on any of the above key points and dates.

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

Customer Sentiment

Some key points include:

Confidence in the ability to take a domestic short break or holiday continues to gradually improve over time, but it's still just 23% in August, rising to 40% by September but remaining at under 50% by the end of the year.

31% now believe the worst has passed regarding COVID-19 which is a significantly higher proportion than last week (27%). Significantly fewer also consider the 'worst is yet to come'.

There continues to be little expectation things will be returning to normal anytime soon, with just 23% expecting 'normality' by September (versus 29% last week) and 49% by December (compared to 52% in week 3).

Our 'Appetite for Risk' score is unchanged at 2.33. Using public transport continues to be the activity (among those asked) people are least comfortable in undertaking.

Main reasons driving this relative lack of confidence are virtually identical this week, again led by restrictions on travel by government (52%), fewer opportunities to eat or drink out (50%) and concerns about catching COVID-19 (46%).

The proportion expecting to go on a domestic short-break or holiday by this September is also stable, with the trend over the past three weeks being 22%, 23% and 22% respectively.

In terms of region/nation to be visited between now and September, the South West still leads (19%) followed by Scotland (12%), but as per last week there's little to separate the places ranked 2-5. The South West and Scotland also lead for visits planned from October onwards.

OPENING PROTOCOLS AND GUIDELINES EXPLAINED

There is a huge amount of confusion surrounding this, particularly on the much-loved internet forums.

We read that the 'guidelines haven't been issued yet'... 'I'm not doing anything until have seen the official ones' etc etc.

As with so much during COVID things are as clear as mud. Let's try and explain.

The Guidelines come in two forms

- **The readiness of property Guidelines**
- **The Guidelines about what's allowed**

The Readiness of Property Guidelines

These were never going to be written by the Government. They set the framework, from Public Health England and the Health and Safety Executive and others but in short, this has been outsourced to industry to provide the details.

To this end UKHospitality led the charge on this, and co-ordinated all the sector specifics. So reputable pub associations provided the Pub info, and Self-Catering did the same etc etc.

PASC UK, the ASSC (Association of Scotland's Self-Caterers) and Premier Cottages co-ordinated this work for self-catering, and had additional input from The Wales Association of Self-Caterers, the Tourism Alliance, Wales Tourism Alliance and the Scottish Tourism Alliance.

To qualify the protocols and guidelines needed to be checked (but not underwritten in any way) by both HMG and Visit Britain. The joint protocols and guidelines went through this process and comments made were incorporated.

These are the Cleaning Protocols that over 32,000 have you have downloaded and been working on. In terms of the cleaning and property preparation, we really cannot see anything changing. We have learned to never say never in COVID, but there is an almost zero chance that we will suddenly be told to change an EN number.

What may change will be things like the Health Questionnaire being sent to guests. This was on V1 of the Risk Assessment but is no longer required, so not in Version 2 which is the version on the website.

When changes like that are made, we put them on Social Media, another really good reason to follow, we won't swamp you, and in the following newsletter so you all get to know about it.

We are lobbying constantly to take anything that is rubbish or unnecessary out, so it will be on this kind of issue, not the cleaning.

Now we get really complicated. Despite the England Guidelines and Protocols being ready, and complete, they are not allowed to be released by HMG until we get the green light. So, we know what's in them, but cannot tell you. We anticipate that the Wales Guidelines and Northern Irish Guidelines will be published next week.

What we can tell you is that the Scottish Guidelines, created by exactly the same group, are now published and look remarkably similar. There are differences, so these are Scottish Guidelines. They have got rid of the need for guests to self-isolate as covered above.

They are available here <https://bit.ly/UKHScotlandGuidance>

If you look at the self-catering section, you'll have to excuse their typo, but here is what it says on page 32 of 131, this is all it says, we hope that this reassures you:

SELF-CATERING & SHORT TERM ACCOMODATION

Extensive cleaning guidelines and specific advice for the self-catering sector have been developed by the below bodies as part of PASC UK developed by PASC UK, the ASSC and Premier Cottages and are endorsed by:

- PASC UK (Professional Association of Self-Catering UK)
- ASSC (Association of Scotland's Self-Catering)
- WASCO (Wales Association of Self-Catering Operators)
- Tourism Alliance
- Wales Tourism Alliance
- Scottish Tourism Alliance
- Premier Cottages
- Short Term Accommodation Association



SCOTLAND VERSION 1.0

They can be downloaded free of charge from:

- www.pascuk.co.uk/standards
- <http://www.assc.co.uk/policy>

The Guidelines about what's allowed

When each devolved administration makes its announcement that we are good to go, they will release the above Guidelines. We will let you know as soon as possible about any landmines that have been planted since last review.

The Governments will then also publish their Guidelines. It'll be headlines first with detail later.

They will pick out the big PR worthy elements. Pub gardens can open from 4 July, you can stay in self-contained accommodation from the 4 July, you can drive more than 5 miles in Wales.

What is hidden behind this is the detail, that emerges over the next two days, and this is where the real problems can lie. These might be that they say that no gatherings of more than two families, or swimming pools cannot open, or a raft of other nightmarish possibilities.

We are obviously lobbying against this kind of whacko limitations, but as we have seen, nothing is predictable in COVID. We will report these to you as soon as we know them. Again, another reason to follow PASC UK on social media.

We hope that slightly un-muddies the water for you and that you have the confidence to trust and plan for the Cleaning Protocols and Guidelines that have been provided for you.

NEW UPDATED VERSIONS OF THE CLEANING PROTOCOLS AND FAQ'S

To further assist with preparations, with huge support from the ASSC (Association of Scotland's Self-Caterers) we have published Version 3 of the Cleaning Protocols for Self-Catering Properties in the Context of Covid-19, and the FAQ Document.

Remember, the new Risk Assessment document has removed the need to send out Health Questionnaires to guests before arrival.

The FAQ document has incorporated lots of answers to frequently asked questions at the Webinars that both PASC UK and the ASSC have been undertaking. These can now be found on <https://www.pascuk.co.uk/standards>

RISK ASSESSEMENT TEMPLATE UPDATE

Remember, the new Risk Assessment document (Version 3) has removed the need to send out Health Questionnaires to guests before arrival. You will need to have finalised a Risk Assessment document in order to complete the AA and VE schemes below.

There is a Word.doc based template Risk Assessment document now on the website: <https://www.pascuk.co.uk/standards>

CERTIFICATION SCHEMES AND ONLINE CLEANING COURSE UPDATE

VISIT ENGLAND

As covered in previous newsletters Visit England is producing a free COVID certification Scheme. PASC UK has been part of the focus group putting this together.

The Visit England Scheme is just about **We're Good to Go**. That's also the working title. This is **NOT** another set of Guidelines, it is primarily a consumer messaging tool. You will have to have completed your risk assessment beforehand as you will have to upload this. As it links to the England Guidelines, explained above, it cannot be released until then.

It is an online scheme, free of charge to businesses, and will enable us to display a certificate to show that we are following the cleaning protocols.

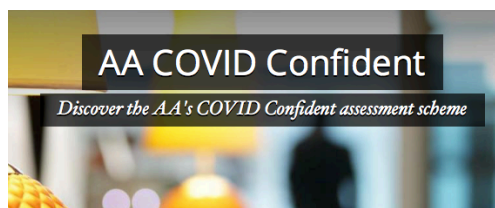
Full details of this are now expected to be released on the 25th June if we are given the green light to open and the England Guidelines are released. We will put a link out on Social Media as soon as it launches

For more details of what this includes see the General PDF on <https://www.pascuk.co.uk/covid-19>

AA

The AA scheme is now live and can be accessed here <https://www.ratedtrips.com/aa-covid-confident>

This is not another set of Guidelines. This also an online, free COVID Certification Scheme and is about consumer confidence rather than telling you that you need to clean something else.



A sign of confidence

- Free accreditation
- AA logo and certificate
- Feature on RatedTrips.com

[Sign-up for AA COVID confident now](#)

Key Points:

- PASC UK has been involved in the development of both
- PASC UK recommends that you sign up for both and display both logos on your website to help with consumer confidence
- Both will require you to have pre-prepared a Risk Assessment

Both are online and free of charge to businesses.

More details as they become available, follow on PASC UK Social Media for updates.

Safe, Clean & Legal™ (SCL)



We have left this in for this week as it generated good interest for those wanting to display a higher level of accreditation.

Quality in Tourism (QT) created the Safe, Clean & Legal™ accreditation in 2018, initially aimed at the sharing economy in an effort to protect consumers who remained under the impression that someone somewhere was checking compliance. The scheme has been extended to the whole industry since and unsurprisingly has experienced more take up from traditional operators.

QT work with the EHO's in Cornwall and adapted it to include C-19 cleaning protocols under their Primary Authority Partnership for Tourism covering the UK.

QT has a rolling programme, they will prompt you to send on your updated gas certificate for example to keep the accreditation "live". Very simply, it checks all the things that pose a risk to life and limb for consumers. QT has an enduring advisory relationship with the fire officers, environmental health officers and trading standards in Cornwall Council which extends to its participants.

BVA BDRC was commissioned to test the market as part of their weekly confidence tracker, the results being; 79% of guests would feel reassured by an accredited cleaning program and 75% would be reassured by the Safe, Clean & Legal logo.

With so much noise and clean-washing out in the market place, it makes sense that an accreditation that stands out as driving consumer confidence and is more robust than the "marking your own homework" versions. Safe, Clean & Legal™ will support confidence in the industry going forward and will influence buying decisions. And the cross-market approach will increase consumer awareness, so that your potential guests will be looking out for the accreditation.

It's reasonable, achievable and a very simple process. Having gone through the accreditation with our own business at Higher Wiscombe, I can't recommend it enough. This really is the gold standard if you want to stand out as a responsible operator.

We have even negotiated a discount for you. <https://www.qualityintourism.com/pasc>

Company details.

www.qualityintourism.com

Tel: 0845 3006996

Online Cleaning Training course for getting Covid ready



Running this one by you again, as have had great feedback, saying that it has helped understand that you can do a same day changeover, and the process made filling in the risk assessment much easier. We have done it for our business at higher Wiscombe, and when we get a minute will display the logo.

This online training could be really useful as we all wade through the protocols and risk assessments. Right now, all the advice and guidance we can get from recognised sources will be helpful.

Background.

Landlord's Little Helper has been instrumental in helping the Association of Scotland's Self-Caterers and PASC UK to create and design a robust yet accessible and achievable set of cleaning guidelines for the self-catering sector.

Jen was asked to do the work due to her reputation as the director of one of Edinburgh's leading cleaning companies, Landlord's Little helper. Her background, as a Physiology graduate, enabled her to look behind the science and work to help create the cleaning Protocols that are now the benchmark for the self-catering sector.

The courses are £24 + VAT, plus there is a PASC UK Discount code. PASC10

https://holiday-let-cleaning.teachable.com/?affcode=651566_yucf0ohf

VISIT ENGLAND SELF-CATERING GUIDE



Whilst we all concentrate on getting ready for re-opening it's worth bearing in mind all the other issues that we have to consider. A great resource for this is the Visit England Pink Book. It's written by a great friend and colleague, Kurt Janson, who is also the Tourism Alliance Director and a PASC UK Director. It is the go-to source for everything regulations based in self-catering.

The Pink Book is the only guide to legislation specifically aimed at small accommodation businesses in England.

It is priced at £9.99 plus postage and can be ordered online at www.visitengland.org/pinkbookonline or by contacting feedback@visitengland.org.

It is also available free of charge as an online resource at <https://www.visitbritain.org/business-advice/know-your-legal-obligations>

CMA UPDATE

The outcome of the agreement between Cottages.com, Hoseasons and the CMA (Competition and Markets Authority) is detailed below. Makes sobering reading. Bear in mind that they will have had seriously expensive legal advice working to try and protect their position. In the end, it's been a total capitulation. Would have liked to have been a fly on the wall at the cottages.com board meeting. Will be interesting to see what the consequences are for these vast behemoths that these private equity owned agencies have become.

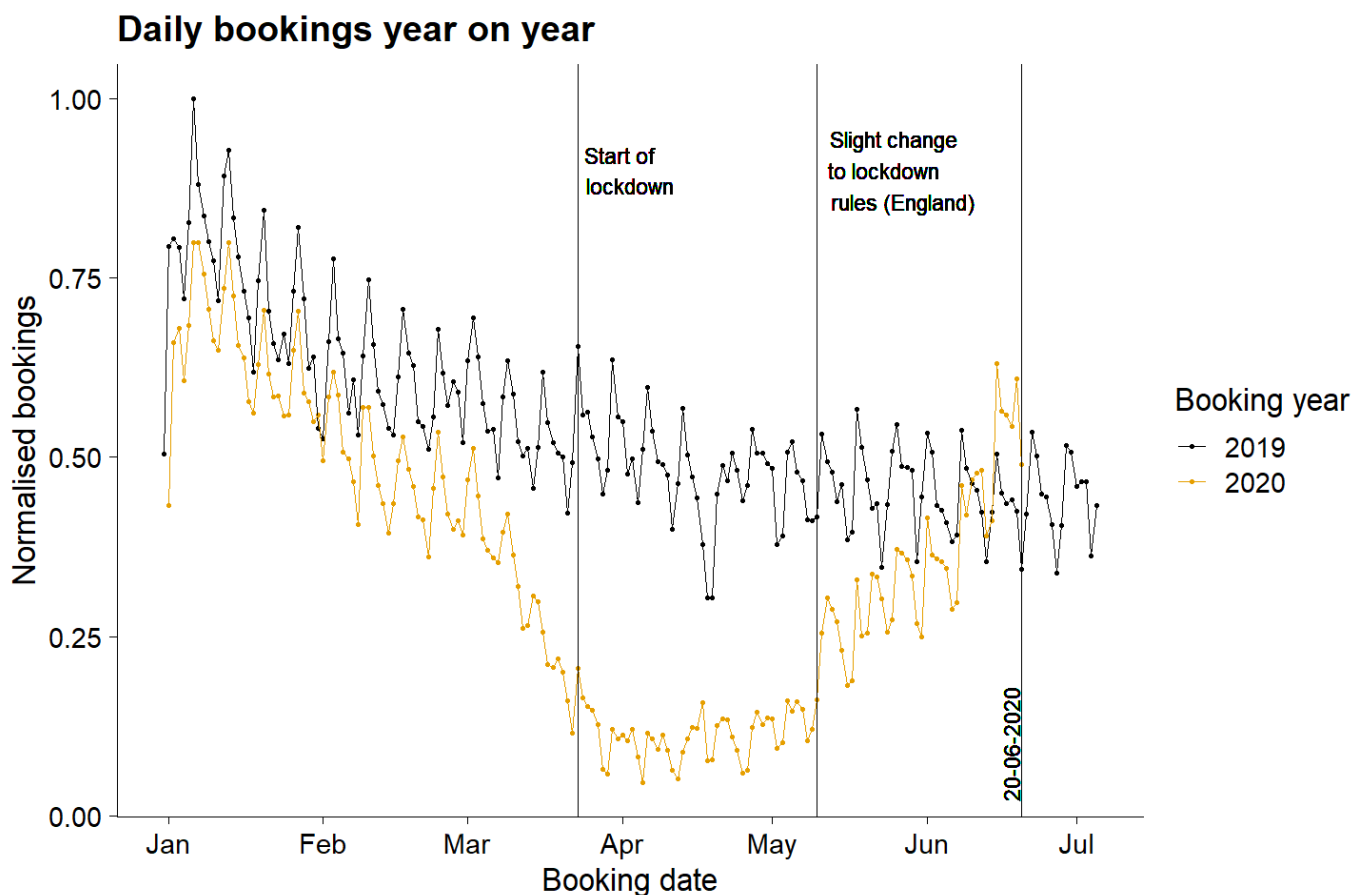
Future PASC UK newsletters will cover the likely consequences of this for our sector, by which time they will probably have hauled Sykes over the coals too. **Here are the key elements:**

1. The Company **will offer a Refund to every Affected Consumer whose booking was due to commence during the Lockdown Period.**

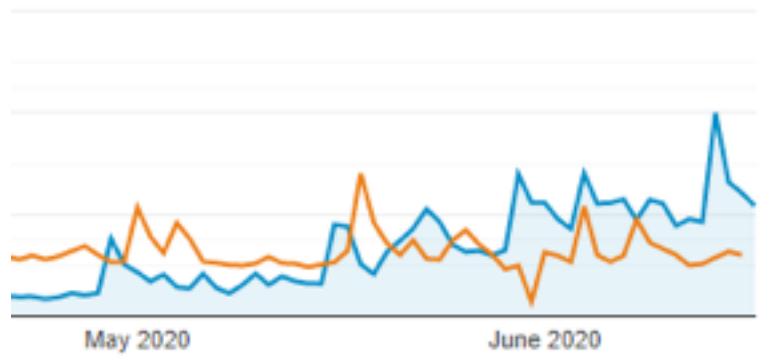
2. **“Refund” means a cash payment of the total sum paid (including any booking fee)** in respect of the booking less any amount already refunded. It does not include a voucher or credit note.
3. **The offer of a Refund will be made to any Affected Consumer who has not previously been offered a refund. This includes anyone who has accepted a credit note or who has rearranged their booking to a different date.**
4. The Lockdown Period commenced on 23rd March 2020 and ends when the legislation restricting the use of holiday accommodation ceases to have effect. (Note: the end dates for the Lockdown Period may vary depending upon where the holiday accommodation is located and the relevant legislation for that region of the UK)
5. In general, the offer of a Refund must be made within 30 days of the date that the booking was due to commence, but for bookings due to start between 23rd March 2020 and 7th May 2020 the offer of **a Refund must be made before 30th June 2020**
6. Offers of a Refund must be made by e-mail (or by letter if the e-mail address is not known)
7. Once the offer of a Refund has been accepted by the Affected Consumer the Company has 30 working days to make the payment using the same method(s) of payment used to pay for the booking.

BOOKING CONFIDENCE

We are getting good reports that bookings are looking good from two of our Partners, the first is SuperControl bookings year on year, with 2020 out performing 2019. We'll get this again for next week as if we get the green light to spike should be dramatic.



This from Premier Cottages, again 2020 outperforming 2019, with blue being 2020.



These are obviously not perfectly comparable, as we would not have had much availability going into July and August at this time, but it shows that really are bookings out there.

Those that are offering flexible booking terms, both agents and independents are reporting that they are getting really high levels of bookings. Combine this with the COVID secure free AA and VE schemes and really maximise this opportunity to refill those battered coffers.

REACHING FAR AND WIDE, MORE WEBINARS

We are getting to places that we have never reached before as the Professional Association for Self-Catering. The protocols are featured on many Destination Marketing Organisation websites, and both they and MP's have been making the protocols widely available. At the time of writing, over 32,000 copies have been down loaded.

Following on from the Marketing Peak District and Visit Somerset Webinars last week, this week we are doing three more webinars:

- Visit Cornwall on Tuesday at 1400.
- Visit Devon on Wednesday at 1030.
- Premier Cottages Thursday at 1200

You will need to be Members of these organisations to sign up for these. If you want your local Destination Marketing Organisation to run a self-catering webinar in your area, ask them to get in touch directly and we will arrange one. There is no charge for PASC UK to do this, just ask them to email chair@pascuk.co.uk

We normally cover '**Getting Ready for Guests – Now is the Moment**'

- What to consider in the period before opening?
- What might open look like?
- Guest Messaging, pre-visit and onsite
- Cleaning protocols, what are they, why have them and when?
- Consumer confidence through certification
- Consumer confidence Booking terms
- AOB/Questions

PASC UK, ASSC AND SUPERCONTROL WEBINAR LINKS TO RECORDINGS

These recordings cover ‘**Getting Ready for Guests – Now is the Moment**’

- What to consider in the period before opening?
- What might open look like?
- Guest Messaging, pre-visit and onsite
- Cleaning protocols, what are they, why have them and when?
- Consumer confidence through certification
- Consumer confidence Booking terms
- AOB/Questions

On Friday the 12th June PASC UK had a successful joint webinar with partners SuperControl. Over 400 owners took part. The link to see the recording is here <https://youtu.be/OxB31rF6NL0> over 500 have viewed it since the broadcast.

On Wednesday 17th June the ASSC (Association of Scotland’s Self-Caterers) also had a successful joint webinar with partners SuperControl. Over 500 owners took part. The link to see the recording is here <https://youtu.be/hPw2iV-zcZE>



















The Questions that were unanswered at these Webinars will form part of an updated FAQ’s V2 document. <https://www.pascuk.co.uk/standards>

WIDE RANGE OF VISIT BRITAIN WEBINARS

Just announced is the launch of a new webinar programme to support us during COVID-19 recovery.

The programme starts on Tuesday 30 June with a spotlight on inbound and domestic research and insights, taking a look at their latest trackers and consumer sentiment surveys.

See below for the full list of webinars. More details and booking information for each webinar can be found on our [website](#).

Spotlight on inbound and domestic insights		
	Tuesday 30 June	 14:00 - 15:00 (BST)
Business adaptation and reopening		
	Thursday 2 July	 10:00 - 11:30 (BST)
Speaking to customers in a post-Covid world		
	Thursday 9 July	 10:00 - 11:00 (BST)
Using travel technology to maximise your business		
	Thursday 16 July	 10:00 - 11:00 (BST)
Sustainability		
	Tuesday 21 July	 10:00 - 11:00 (BST)
Accessibility		
	Thursday 30 July	 10:00 - 11:00 (BST)
Creating great presentations – with Buffalo 7		
	Tuesday 4 August	 10:00 - 11:00 (BST)
Getting your business visible on Google – with Google Digital Garage		
	Thursday 13 August	 10:00 - 11:00 (BST)
Getting started with analytics – with Google Digital Garage		
	Tuesday 18 August	 10:00 - 11:00 (BST)

WHO CAN YOU HAVE TO STAY? UPDATE

We have always been able to accept bookings from key workers. This list gets updated from time to time, so always worth a scan if this is of interest to you.

These are the main rules

https://www.gov.uk/coronavirus?gclid=EAlalQobChMI4dblhbS26QIVi4BQBh13mA0XEAAAYASAAEglrj_D_BwE

Go to this link and at the bottom is a long list of who you could consider.

<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#essential-workers>

CAN'S AND CAN'T DO'S ACCORDING TO HMG

The FAQs have been updated following the Govt's announcements this week.

<https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>

DISCRETIONARY TOP UP GRANTS UPDATE IN ENGLAND

Reminder: Small and micro businesses with fixed property costs that are based in England and not eligible for other Government grant schemes can now [apply through their local council](#) for the Local Authority Discretionary Grants Fund. Grants of £25,000, £10,000 or any amount under £10,000 may be given. Councils have been asked to prioritise businesses including bed and breakfasts paying council tax instead of business rates.

[Find out how to apply](#)

There will be a mad rush for these so get in quickly if you can meet the criteria. We have got self-catering on the list that can receive these grants, but are getting feedback that Councils are making discretionary decisions as to whether to even include hospitality at all in some areas by setting the criteria too high.

These grants will be massively over-subscribed, in some areas by 500% or more, so apply now if you think you can.

Updated Discretionary Fund Guidance

BEIS have updated the guidance and associated FAQ on the Discretionary Fund. The main changes seem to be:

- Clarifying that businesses with a rateable value of over £51k are eligible for this fund
- Businesses who are eligible for or in receipt of the Self-Employment Income Support Scheme (SEISS) are eligible to apply for this scheme
- Clarifying that businesses that were not in the scope of the Small Business Grants Fund or Retail, Hospitality and Leisure Grants Fund can receive grants through this scheme
- Clarifying that micro-business that people operate from home are apply to apply for funding through this scheme.

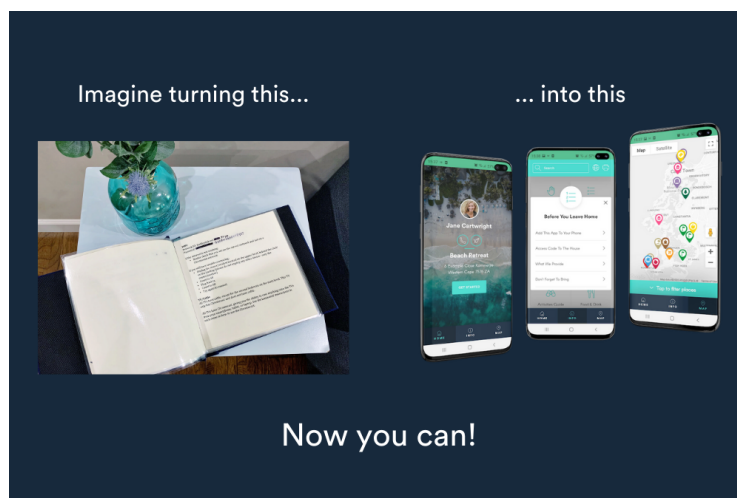
GAPS IN CORONAVIRUS SUPPORT, INCLUDES PAYMENT BY DIVIDENDS

The Treasury Select Committee has published its report on gaps in support for employees and the self-employed Key recommendations in the report are for the Government to:

- Find a way to extend eligibility criteria to all new starters
- Remove the £50,000 cap for SEISS and allowing those with profits just over this cap access to some financial support, up to the total monthly support cap of £2,500
- Support limited company directors who are missing out on support because they pay themselves in dividends
- Give PAYE freelance workers access to financial support that equates to 80 per cent of their average monthly income earned in the first 11 months of the 2019–20 tax year
- Extend support to those newly self-employed who are unable to benefit from the SEISS
- Amend the CJRS to allow tronca payments made via PAYE to be included when calculating worker's pay when assessing entitlement

Sadly, no mention of payments under FHL rules.

NEED TO GET RID OF YOUR COTTAGE INFO PACK AND FLYERS POST COVID OPENING?



We have come across this neat little app. Whether it's COVID-19, or simply being in the 21st Century, paper guest welcome binders and associated attraction flyers are no longer fit for purpose.

Cleaning the folders between guests, is impractical with the cleaning protocols. As to maintaining the content, reprinting missing pages, replacing outdated flyers, we've all wasted years of our lives trying to do this properly.

Touch Stay is a solution to these problems. The easy-to-use platform allows you to put all your information (text, photos, video, links, social pages, etc) online and then send your guests a link to access the info. You can add or edit your information whenever you want and it'll automatically update the guest view.

It works on all devices: phones, tablets, and desktop/laptops. And it gives your guests the option of adding the app to their phone, making it accessible offline too.

It's a simple solution to trying to clean Cottage binders of info and leaflets, both for you and your guests. It looks professional, doesn't need disinfecting, is simple to update, can assist remote check-in, and is versatile enough to house everything your guests need to know.

Priced at £80 a year it's very affordable. For anyone who signs up by 30 June we've negotiated a 50% discount using code PASC50, bringing the price to £40. After 30 June Touch Stay have agreed to offer a 10% PASC discount, bringing the price to £72 per year for a single property. Simply use code PASC10

If you have multiple properties, the software will send any common information to all your properties automatically, making it more time efficient than maintaining Word/PDF/print material. Additional properties are less than £35 per year with the discount.

They have lots more info on their website, including [this example](#) of a sample guidebook. If you'd like to know more please contact their CEO Andy McNulty, on andy@touchstay.com

COMMERCIAL CLEANING MATERIALS AND PPE

This section is now on the website and can be downloaded at <https://www.pascuk.co.uk/standards>

It will be regularly updated.

WHAT CAN BE FOUND ON THE WEBSITE

Details of the following can be found on the website at:

<https://www.pascuk.co.uk/covid-19>

Under Government Information and Support (Downloadable pdf)

- Job Retention Scheme
- Extended Furlough
- Who can come and Stay?
- Financial Section
- Bounce Back loans
- Top Up Local Grants Scheme
- Childcare Support
- Sick Pay Schemes
- Child Care Schemes
- Update on FHL and Directors Dividends
- SEISS Self Employed Income Support Scheme
- Job Retention Scheme
- Quarantine Update
- Business Rate Grants
- Wales Resilience Fund
- Wales Business Rates and Discretionary Fund
- Insurance Section
- Scotland and Wales Updates
- Changes to Fire Regs

Under General information (Downloadable pdf)

- Key Guest question after lockdown
- Legionella The Big Risk
- Notes on Guest Questions as Lockdown extends
- Self-Catering Guests refunds
- Chargebacks
- Free Website advertising offer from Petrol Heads
- Samples of what to say to guests cancelling
- Problems with Newsletters
- CMA are back and why?
- COVID Guidelines for Opening and VE Certification Scheme
- Business interruption and Travel Insurance Update

- **A week in the life of PASC**
- **And much more.....**

SUPPORTING PASC UK

PASC UK only survives through the subscriptions paid by Members. Like all Associations of its kind, it exists on fumes. A little while ago PASC UK received a generous donation from a current Member, for which we are truly grateful and means that we can battle on. We would also like to welcome new Members, and thank them for joining to.

Please consider joining PASC UK formally, we will have an almighty battle with HMG as we go through the extended lockdown and beyond. You can join here:

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

ABOUT PASC UK

PASC UK was formed three years ago. It had three principle objectives at that time.

- 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 round-table 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....

PASC UK SOCIAL MEDIA

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

The more of you that do, then the more effective we can be. Please it only takes a second, and if everyone who received this free newsletter did so, we would have 12,000 followers and a much louder voice. Thanks.

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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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.