

CONSERVATIVE CLUBS MAGAZINE



August 2020 75p



Waterloo and Taunton Celebrates Re-opening

ACC Launches Club Survey

Updates on Coronavirus Procedures and Furlough Changes

Interview with Dransfields' Chris Haley



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Waterloo and Taunton Reopens

Waterloo and Taunton Conservative Club, Ashton-under-Lyne, officially re-opened on Monday 6th July after months of being closed due to the coronavirus pandemic.

The Club welcomed back its members and their families, under the new government guidance with hand sanitizing stations and social distancing in place.

The Club has stood for 129 years and has seen everything from 2 World Wars, the space race, digital age, Brexit and now coronavirus.

The Chairman, Leon Tamcken, thanked the Committee and bar team for all their hard work in preparing to reopen, and more importantly for implementing the guidelines to everyone safe.



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In this, our first edition of the Magazine since our office move, I thought it would be helpful to reflect on the past few months of 'lock-down', and to look forward to what we need to do now as lock-down is eased. Our member clubs have been at the forefront of efforts to help their local communities with food deliveries and outreach work to assist people who are housebound. If there is anything good to come out of this pandemic it is the rediscovery of a community spirit that was always there, but has perhaps been insufficiently recognised until now.

There can be no doubt this has been a traumatic time for the people of our country, for businesses and organisations of all types, including our member clubs. But the government had to respond to a genuine public health emergency and closure of clubs, and all other types of licensed premises, has been necessary to achieve social distancing and control the spread of the Covid-19 virus. Clubs have been allowed to reopen since the 4 July 2020, on the basis that they follow government guidance designed to keep premises "Covid-19-secure".

Approximately fifty per cent of our England based clubs re-opened over that first weekend in July, and many others have done so since, and that number will grow over the

CONFIDENCE IS KEY

coming weeks. Whilst government can mandate that everyone stays at home, it cannot mandate that everyone comes out again. The key to getting our clubs operating in a financially viable way is to re-open in a manner that gives their members the confidence to visit. This means ensuring, as far as reasonably practicable, that members and their guests feel safe in the environment we provide for them. At the same time, the term 'social club' implies a place where people go to socialise, and no one will enjoy visiting a club that is so sterile it feels like a visit to a hospital surgery. It is a matter of getting the balance right.

We have received a lot of feedback since clubs began re-opening and below are some examples of policies which have been adopted.

- The club is open to members only initially but with the aim to quickly, if safe to do so, open up to Members' guests and IA Ticket Holders.
- Aim to use 2m social distancing as much as possible.
- Ensure you and members of your household are showing

no signs of Covid-19 before visiting.

- Some Clubs are initially operating with reduced opening hours, such as opening Friday, Saturday, and Sunday to gauge the level of demand with the hours being reviewed regularly.
- Clubs, if possible, are operating a one-way system, entry in the front door where there will be a wall mounted hand sanitiser. You will then be required to sign in for Track and Trace records.
- There will be no standing around the bar. Table seating provided with appropriate distancing.
- Requesting that furniture is not moved. It has been placed to ensure social distancing.
- Please note vaping is not permitted in the premises.
- There will be a marked area at the bar for drinks' service.
- Contactless payment now available, no minimum spend.
- The beer garden will be open, weather permitting. This is a restricted space so please use appropriately. This is a non-smoking/vaping area.

- On leaving the club, you will be required to sign out for our records. Exit through the back door (is possible), and there will be a wall mounted hand sanitiser for your use.
- There will be hand sanitiser and anti-bacterial wipes throughout the club for your use.

It is a matter for individual clubs to decide how they apply the government's re-opening guidelines but as the examples above illustrate, there are different ways to do this and do depend on the layout of the Club and the number of people who are expected to be regularly using the Club. A Club which has typically lower footfall may find it easier to safely relax some measures than very busy Clubs which are routinely operating at capacity. Throughout the lock-down we have endeavoured to provide member Clubs with help and advice, including a Covid-19 Secure risk assessment tool that you can access from our website.

Confidence is key in persuading your members to visit their club's premises and to enjoy socialising with friends and like-minded people. The key to inspiring that confidence is communicating clearly to your members the things you are doing in your club to keep them safe and secure.

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Loans can be arranged from as little as £1,000 to £500,000. We provide loans at competitive simple interest rates, currently 4.75%, and all loans commence with a three year period of fixed interest. Loans are repaid over a term to be agreed on an individual basis with each Club in order to create a manageable and sensible time frame for repayment.

Documentation Available Free Of Charge

ACC Room Hire Agreement - The room hire agreement is designed to be completed at the time a booking and includes space for a deposit to be taken to secure the room is applicable.

ACC Catering Franchise Pack - The ACC Catering Franchise pack can be used by Clubs which have a franchisee who uses the Club's facilities to prepare and serve food within the Club. The Franchisee Contract permits the Committee to decide if the franchisee shall pay a set fee per month to the Club for use of the Club's facilities, shall pay to the Club a percentage of the profits from the sale of food or that a combination of both methods of remuneration shall be utilised.

Health and Safety and Risk Assessment Documentation - The ACC has extensive documentation to assist a Club in creating a Health and Safety policy and conducting regular risk assessments. This documentation is available free of charge. Examples include template health and safety documentation, risk assessment forms and practical advice on completing a Club risk assessment and first aid information.

Candidates for Admission Sheets - The admission sheets can be posted on the Club's Notice Board to detail prospective new Members and have spaces for: Date, Candidate Name, Address, Occupation, Proposer, Seconder.

Sale and Leaseback

Since launching the ACC Sale and Leaseback service, over 70 Clubs have entered into this arrangement with the ACC.

Under what circumstances would a Sale and Leaseback be appropriate? The most successful examples of ACC Sale and Leasebacks are Clubs which have a dedicated Committee and Membership and want to secure their Club's future. By unlocking the Club's freehold, Clubs can be provided the means of repaying debt, often undertaking refurbishments and providing a significant cash sum. The rent payable to the ACC following the completion of a Sale and Leaseback can often be less than a Club was paying for servicing debt.

Trusteeship

The ACC Trusteeship Service is a free facility offered by the ACC. The transfer of Trusteeship to the ACC has increasingly become popular amongst unincorporated clubs and there are two main benefits for the Club. The first is that the ACC will pay for all legal expenses involved with the transfer of Trusteeship. The second is that the Association's financial and legal resources are such that the Club's position will be greatly strengthened when negotiating loans or defending itself against legal action taken by a third party.

The ACC do not become involved with the day to day business of any Club for which we act as Trustee. The Club will continue to be able to call upon the ACC for advice on any matter without needing to make reference to our Trusteeship. We will only act on behalf of the Club in accordance with the lawful instructions of the Committee and Members. The Club Committee will therefore continue to run the Club's affairs and will only refer matters to the ACC as and when they consider it appropriate to do so.

To obtain any of the documentation packages please email charles@toryclubs.co.uk or phone 0207 222 0843. To enquire about any of the ACC's financial assistance packages please email assistance@toryclubs.co.uk or phone 0207 222 0843.

ACC Contracts of Employment

The ACC are pleased to supply a range of Employment Contracts. These contracts are designed specifically to comply with the needs of ACC Clubs and are produced to a high quality with a glossy finish. All Contracts were fully revised and updated in 2015, with minor revisions made in 2016, and are compliant with all current UK legislation. We recommend that all Clubs use our current contracts of employment for their employees.

All Contract Packs now include a high quality and durable employee disciplinary and grievance policy handbook which should assist both Clubs and employees when these issues arise. Contracts for use with employees who live on the Club's premises now come with a specifically drafted Service Occupancy Agreement for the employees, and their partners if applicable, to sign in relation to their accommodation.

Our newest introduction to our contracts range is a contract of employment for use by Clubs which employ Bar Managers. We know that many Clubs employ Bar Managers as opposed to Club Stewards and we are pleased to now supply a specific contract pack for Bar Managers.

The contracts which are offered by the ACC are as follows:



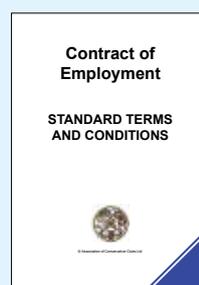
Club Secretary/Administrator Contract
Appropriate for Clubs which employ, rather than elect, a Club Secretary. Each contract pack costs £20 and includes:
2 x Club Secretary Contract
2 x Club Employee Disciplinary and Grievance Policy Handbook.



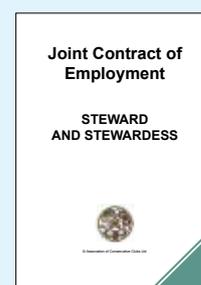
Steward Contract
Appropriate for a Club employing a Steward with or without accommodation included. Each contract pack costs £25 and includes:
2 x Club Steward Contract
2 x Service Occupancy Agreement
2 x Club Employee Disciplinary and Grievance Policy Handbook.



Bar Manager Contract
Appropriate for a Club employing a Bar Manager without accommodation. Each contract pack costs £20 and includes:
2 x Bar Manager Contract
2 x Club Employee Disciplinary and Grievance Policy Handbook.



Standard Terms and Conditions of Employment
Appropriate for a wide range of Club Employees (bar employees, cleaners, general part time employees etc.). Each contract pack costs £15 and includes:
2 x Standard Terms and Conditions of Employment Contract
2 x Club Employee Disciplinary and Grievance Policy Handbook.



Steward and Stewardess Joint Contract
Appropriate for a Club employing a Steward and Stewardess on a joint contract of employment with or without accommodation included. Each contract pack costs £25 and includes:
2 x Club Steward and Stewardess Contract
2 x Service Occupancy Agreement
2 x Club Employee Disciplinary and Grievance Policy Handbook.

Please contact the ACC with any questions regarding the new contracts of employment.

To order any of the above contract packs please place an order online at www.toryclubs.co.uk, email charles@toryclubs.co.uk or phone 0207 222 0868.

CLUB LAW AND MANAGEMENT

Coronavirus Opening Updates – What is and is not allowed?

Snooker and Pool:

We are pleased to announce that playing snooker and pool have now been permitted, assuming valid hygiene measures are in place. Whilst the statement below relates specifically to snooker clubs, we can confirm that this applies to Members' Clubs if the appropriate Covid-19 hygiene control methods are in place. If snooker is permitted, hand sanitiser should always be used when handling the balls and it would be preferable if Members brought their own snooker cues rather than sharing.

Please see the formal statement from the Snooker Federation below:

Following our previous statements with regards to the re-opening of UK snooker clubs we can now provide a further update following developments today (Monday 6th July).

In recent weeks, working with the independent All-Party Parliamentary Group (APPG) for Snooker we have sought urgent clarity from the UK government through its Department for Digital, Culture, Media and Sport (DCMS) on behalf of snooker clubs as to when they would be able to re-open. This followed the announcements made by Prime Minister Boris Johnson on 23 June concerning the

ease of lockdown restrictions coming into effect from the 4th July.

It has been confirmed by Nigel Huddleston MP (Mid Worcestershire), Parliamentary Under Secretary of State for Sport, Tourism and Heritage at the Department for the DMCS that:

“Sports and physical activity facilities play a crucial role in supporting adults and children to be active. Snooker clubs have been allowed to open since 4 July, as long as they can follow the COVID-secure guidelines.”

We can also confirm that the government guidance titled: ‘Coronavirus outbreak FAQs: what you can and can’t do after 4 July’ has today been updated and at section 1.3 it is clearly specified that ‘snooker halls’ are now permitted to reopen and are expected to follow COVID-19 Secure guidelines.

There has understandably been confusion among snooker clubs during the past few days following conflicting advice received from both national and local authorities. We understand that in some cases enforcement action has been taken by local authorities to close some clubs over the past weekend and that some clubs have been advised that they

could open, but not use their snooker facilities.

The WPBSA and EPSB are both therefore delighted to receive this clarity from Mr Huddleston and that our clubs will now be able to reopen.

We would remind all clubs, however, that they can only do so if they are able to strictly follow the COVID-19 Secure guidelines issued. Clubs must also be aware that their local Health and Safety Executive (HSE) may exercise their powers to close clubs if they cannot demonstrate that these guidelines are being strictly followed.

Please note that as stated within the latest guidance:

This is national guidance that applies to England only – if you live in an area that is experiencing a local COVID-19 outbreak and where local lockdown measures have been imposed, different guidance and legislation will apply. Please consult the local lockdown restrictions page to see if any restrictions are in place in your area.

People in Scotland, Wales and Northern Ireland should follow the specific rules in those parts of the UK.

Bingo

Bingo can be played but shouting should be discouraged. A sound system and a microphone would be helpful if application is required.

Quizzes

As with Bingo, quizzes can be held but shouting should be restricted and social distancing bubbles should be maintained.

Annual General Meetings

We are now suggesting that when and where possible, small scale AGMs are held just to confirm the accounts and to endorse the Committee to continue until the next regular AGM in 2021.

An AGM held on this basis should be attended only by the numbers required to observe

quorum limits. Essentially, the objective is to get the AGM done this year for legal purposes and aim to revert to the normal full AGM next year.

Update from the FCA regarding Annual Returns (not all Clubs are registered with the FCA, if you are not registered you do not need to make an annual return to the FCA).

“We are aware societies are still facing challenges preparing their annual returns and accounts.

While we ask societies to take steps to submit their returns to us as soon as reasonably practicable, we previously communicated that we will not take any action where returns due up until 30 June 2020 are delayed by up to 3 months. We committed to review this position in June.

We will not take any action before 31 October 2020 to follow-up on any delayed submission of annual returns and accounts. From 31 October 2020, for returns due by that date, we will not act to follow-up delayed submission where that delay is 3 months or less.”

Sports Coverage

The new guidance released by the government for licensed premises deals with entertainment provided in premises, including showing sport broadcasts. Given that the football seasons across the leagues have been extended into the summer, with all Premier League matches on TV (as well as some Premier League matches being shown on terrestrial TV for the first time ever), showing football will no doubt be something many premises would like to do. We have considered the guidance in order to give an overview on the Government’s advice.

The position is that showing broadcasts, including all sport, has not been prohibited by the guidance, subject to mitigation being put in place as set out below. As such, we consider that showing games and matches is permitted with additional safeguards being put in place.

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ACC Club Survey

Included with this month’s magazine is the ACC’s Coronavirus Club Survey. It would be helpful for the ACC if your Club can complete the survey and return it to us. It will assist both in understanding how the shutdown and social distanced reopening has so far affected Clubs and also will guide us on future ACC endeavours to improve the help and assistance we offer to Clubs.

The form can be returned by post to our new address: The ACC, 1 Norfolk Row, London, SE1 7JP, scanned and emailed to charles@toryclubs.co.uk or a digital copy can be completed online by going to our website www.toryclubs.co.uk/coronavirus-updates/ and clicking the link at the top of the page.

◀ From page 5

Furlough Changes

For the next few months, there will be various changes to the furlough scheme. Please see a summary of the changes below:

July: No change to current set-up. The state will continue to pay 80 per cent of salaries, plus National Insurance and pension contributions – employers are not required to pay anything.

August: The state will pay 80 per cent of wages, up to a cap of £2,500 per month. Employers will now have to pay National Insurance and pension contributions.

September: The state will pay 70 per cent of wages, up to a cap of £2,190 per month. Employers will have to pay National Insurance and pension contributions, plus 10 per cent of wages to make up 80 per cent of the total, up to a cap of £2,500 per month.

October: The state will pay 60 per cent of wages, up to a cap of £1,875 per month. Employers will then need to pay National Insurance and pension contributions, plus 20 per cent of wages to make up 80 per cent of the total, up to a cap of £2,500 per month.

Other furlough points

From July onwards claim periods must be limited to a calendar month to fit in with the changing

level of grant; overlapping months will only be permitted before July. Employers do not have to end an employer's furlough period and re-start it each month from July onwards; it is the claim period and not the furlough period that must fit in with the monthly criteria. For further detail see our FAQ on whether employers have to end furlough and re-start it each month from July onwards.

The period claimed for needs to be for at least three weeks before July and at least one week afterwards, although monthly or fortnightly pay periods can be used.

The extended furlough agreements must be confirmed in writing. For employees who already have written furlough agreements there will be no need for a new furlough agreement in order to transition into flexible furlough. However, the employer should check the wording of the agreement and may need to agree the hours or days which the employee is now going to work during the furlough period. Employers must also report the hours employees have worked compared to the hours the employee would usually work. The grant claim will be based on the percentage of hours not worked and between July and October the grant cap will be proportional to the hours not worked.

Eat Out To Help Out Details and VAT Cut

Clubs which serve food can benefit from the Eat Out To Help Out Offer – details available here: <https://www.gov.uk/government/publications/get-more-information-about-the-eat-out-to-help-out-scheme/get-more-information-about-the-eat-out-to-help-out-scheme>

We can also confirm that Clubs will benefit from the reduction to 5% for food and soft drinks sold.

Temporary VAT cut for food and non-alcoholic drinks – From 15 July 2020 to 12 January 2021, to support businesses and jobs in the hospitality sector, the reduced (5%)

rate of VAT will apply to supplies of food and non-alcoholic drinks from restaurants, pubs, bars, cafés and similar premises

across the UK. Further guidance on the scope of this relief will be published by HMRC in the coming days.

Linneweber Reimbursement Update:

All Clubs which had an original Linneweber claim are now able to be reimbursed from HMRC. For many Clubs this will be thousands of pounds so it is imperative that the claim is put into HMRC immediately.

An Update from Dransfields' Chris Haley:

"Via BACTA, we have sought further clarification about the level of information HMRC would require before entertaining claims for a VAT refund. HMRC have stated that whilst it is preferable if our members supplied the information listed in the HMRC business brief, if that wasn't available HMRC would help applicants."

"HMRC are looking to pay refunds quickly and the better the information supplied the easier it would be to expedite this. The Business Brief page has been updated to reflect this. <https://www.gov.uk/government/publications/revenue-and-customs-brief-5-2020-vat-treatment-on-fixed-odds-betting-terminals-and-gaming-machines>"

"The updated Business Brief certainly does seem more taxpayer focused so let's hope they are true to their statement"

An update from VAT Consultant Ian Spencer:

"I've had an email from HMRC this morning – I've emailed requests for repayments for the few clubs I acted for setting out name, address, VAT number and saying that HMRC have everything else they asked for.

They've responded by saying that they need tribunal references as that's how they log the claimants – so I think if the clubs have this they should add this to their communications to HMRC – it will start either MAN/2006/, LON/2006? or TC/2010/ – although the year could change and then there will be a 4 or 5 digit individual reference number after the last backslash"

In respect of the Linneweber 1 claim (VAT periods preceding 6 December 2005) HMRC have gone on record to note that they will make payment to any entity which submitted a valid appeal, and followed this up with a valid appeal.

Pragmatically this refers to any person/organisation that made a claim followed it up with an appeal and was subsequently paid by HMRC in or around 2010/2011 and then in 2014 was obliged by HMRC to make repayment of the moneys received together with interest.

HMRC have asked that any entity in this position contact them – preferably by email to gaming.machinetype3appeal@hmrc.gov.uk noting the subject of the email as Gaming Machine Fiscal Neutrality Claim. HMRC then want to know/ be supplied with

- Name and address of the entity
- VAT registration number of the entity
- The appeal reference of eth entity (this will be something starting MAN/2006/ or LON/2006/ or TC/2010 – from Southport I would guess your tribunal reference will start MAN as this was the closest tribunal centre at that time. The year may be 2006 but may be a later year. After this there will be a unique 4 or 5 digit number specific to yourself
- Amounts claimed separated by VAT period
- Copies of the partial exemption calculations and details of any irrecoverable VAT
- Details of any capital goods scheme adjustments and
- Classification of any gaming machine operated in the periods for which you seek repayment

We think it should be relatively easy for Clubs to provide name address and VAT number and possibly the tribunal reference. You may also have the claim broken down by VAT period – if so send this too, if not don't worry just tell HMRC they already have that

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information on file as to have made the initial repayment they would have insisted on this.

In respect of partial exemption calculations if you have these we suggest they are sent as well. If you don't have these what I would say to HMRC is that as far as you are aware the club was fully taxable with any exempt VAT being below the de minimis parameters, but in the event it wasn't HMRC are now outside the statutory limits to make any assessment for disallowed input tax.

Similarly with capital goods scheme adjustments it is highly unlikely there would be any (unless in the 10 years preceding the claim the club spent more than £250K + Vat on a capital project)

so I would just say this is not an issue and even if it were HMRC are outside the time limits to make any adjustment.

We would be very surprised if you have details of the types and classification of all machines operated (but life has a habit of proving me wrong in some instances) I suggest noting that HMRC already have that information as the machines were licensed for AMLD by HMRC and this would provide HMRC with that information.

We trust this helps – the only references you really need are your VAT number and the tribunal reference – all the rest is with HMRC already

Machine Games Duty – Reminder from HMRC that MGD Returns must still be made

Businesses must file their MGD return and make their payment within 30 days of the end of their accounting period. An accounting period is 3 months unless a different accounting period has been arranged with HMRC. Businesses who don't file their return on time get a central assessment letter (CA) from HMRC. CAs give an amount due (which has been automatically calculated using historic data) and demand immediate payment. This letter is sent through an automated system. The next batch of CAs are due to be sent to businesses this week.

Our hope in sending out CAs is that the businesses receiving them will file a return for what they correctly owe and pay that amount. We don't want businesses to pay the amount of the CA if that

isn't what they owe. Due to the COVID-19 situation we realise that there may be good reason for businesses not sending their return on time and, if businesses are closed, it is likely they will not have any tax to declare. However, it's important that HMRC receive these returns even if the tax due is nil.

Businesses do not need to use a HMRC-issued return – they can download a blank return to complete online or alternatively they can sign-up for our online services and submit the return online. More information about this can be found on GOV.UK. We would appreciate your assistance in cascading this message to your stakeholders, especially those who are responsible for premises on which gaming machines etc. are located.

We would also like to let you know about Time to Pay for those having problems paying their tax because of COVID-19. If businesses cannot pay their tax because of COVID-19, we can agree 'time to pay' arrangements with them. We agree these on a case-by-case basis and tailor them to meet their circumstances.

We've set up a dedicated helpline for dealing with time to pay arrangements. If businesses need help or want to talk about their options, they can phone us on 0800 024 1222. More information on this can be found on GOV.UK

Kind regards,
HMRC

PPL PRS suspends licensing fees for clubs during period of lockdown

PPL PRS, the company which is responsible for collecting fees for music licensing in the UK, has announced that clubs will not have to pay its licensing fees for the duration that they are closed due to the Coronavirus pandemic. The organisation has also made changes to its payment policies to introduce further flexibility, including deferred payments, for customers during this difficult period, as well as temporarily suspending late payment

surcharges. In a statement, the organisation said: "PPL PRS fully appreciates the pressures affecting many businesses across the UK as a result of the COVID-19 pandemic. "We wish to reassure customers of TheMusicLicence that we are introducing a number of measures to support them during these unprecedented times." For further information, call PPL PRS on 0800 0720808 or visit the website: <https://pplprs.co.uk/>

Supplier Matthew Clark launches new app

Drinks supplier Matthew Clark have today opened up their e-commerce platform (www.matthewclarklive.com) to new customers who can order up to £1,500 online, without opening an account.

As clubs prepare to get back to business, new customers can order from over 400 of Matthew Clark's best-selling products, without the need to open an account. Credit and debit card payment is available for all orders, and new customers can browse the full range of over 5,000 products, and go on to open an online account.

Guest checkout orders are delivered within three to five working days on Matthew Clark's own fleet from one of its 14 regional depots. In addition to keeping all of its depots open to serve customers who could safely offer delivery and collection during lockdown, Matthew Clark removed its minimum order requirement for all customers, increased flexibility on delivery days/times, and developed an order-and-pay app for the on-trade, a cost effective alternative to the big home delivery apps.

Richard Hayhoe, Marketing Director at Matthew Clark, said: "As well as keeping all of our depots open for our customers who needed us, we've been looking at every opportunity to support the on-trade during lockdown and importantly, to be ready to get back to business as soon as the industry gets the green light.

"When venues closed, we quickly brought our LOCAL app to market and gave on-trade customers a much needed lifeline by being able to offer delivery and collection, without the high charges associated with the big brand apps. "By opening up our e-commerce platform to new customers who don't have an account, we're giving on-trade customers the chance to buy our best-selling brands across wine, beer, spirits and soft drinks, delivered in one drop, and at great value prices. "With no minimum order value, customers can manage stock and their cash flow, as they take the first steps to re-opening. "We've also made it even easier for those customers who want to open an account with Matthew Clark to quickly and easily apply online."

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PRINCIPLES FOR RE-OPENING CLUBS – MACHINES

Dransfields supply clubs with gaming machines, pool tables, jukeboxes, pull tab vending machines and family entertainment machines.

The Company has designed the following principles to be applied when clubs re-open following the Covid-19 lockdown.

The purpose of these principles is to provide assistance to Clubs and to help Dransfields manage the re-opening process as smoothly as possible for their customers and to help to achieve an optimum level of service. They are underpinned by considerations of the health and safety of customers and Dransfields employees. These are general guidelines and different agreements may be reached with individual clubs.

- It is acknowledged that Dransfields and Clubs will need time to bring their businesses back up to full operational strength and we will need to act in good faith to help each other achieve this
- Collections will be carried out no more frequently than on a two weekly cycle other than where agreed, by exception. This will be kept under review and frequency increased if required
- Machine changes will be suspended except in emergencies with machines only removed from site in exceptional circumstances.
- Customer to provide machine floats wherever possible, to be repaid from collections
- Visits to clubs by Dransfields personnel will be subject to our Risk Assessments. In particular:
 - club employees and customers will remain appropriately distanced from Dransfield employees during any visit
 - Dransfield employees will wear PPE during any visit and follow the guidance set out in the Company Risk Assessment
 - Dransfields employees will comply with risk reduction measures put in place by the club
 - all machines will be cleaned with an appropriate anti-bacterial cleaner by Dransfield employees before departure from the club
- Clubs will provide required hygiene cleaning for machines on site, including providing hand sanitiser / sanitising wipes for players to clean machines before and after play

Juke boxes

- Where equipment allows, use of App based music selection and contactless payment methods should be encouraged
- Juke box volumes will need to be reduced to a level where people in the club are not having to raise their voice or shout as this presents a raised transmission risk by an infected person

Pool Tables

- Pool Cues should be kept behind the bar- so staff can then wipe down cues before and after being handed out to players
- No drinks will be placed on/by the table
- No coins to be left on the table at any time
- Cleaning of Pool Tables will include cleaning of the frame and chalk every hour and where possible after each use
- Cleaning of balls should occur a minimum of once per day, preferably prior to opening
- Where pool tables are used for competitions, organisers/team captains should be required to take responsibility for social distancing and hand hygiene of players. Hand sanitizer should be made available
- After competition use the pool table will require a deep clean of surfaces, cues, balls, chalk and rack
- Pool tables can be moved if not in use to provide socially distancing barriers. They could also be covered with a hard top and used as a glass collection point where customers can place their dirty glasses to provide a central collection point

Pull Tabs

- Clubs will provide required hygiene cleaning for machines on site, including providing hand sanitiser for players to clean hands before use
- All used tickets to be immediately placed in a bin set aside for that purpose
- Clubs will ensure that hands are sanitised before loading tickets into the machine

Government Guidelines for Re-opening

Government Guidelines do not prohibit the use of machines but a Risk Assessment must be carried out by the club, note the following:

- Fruit machines can be located away from pinch points in the venue
- A stool can be used to provide seating in front of them
- Players will in any case be facing away from other customers and will be stationary
- Robust cleaning protocols will ensure the machine is wiped down before use by other players, significantly reducing surface transmission risk
- Customers can be advised to remain seated until it is their turn to play

STANDING BY YOUR CLUB WHATEVER COMES YOUR WAY

This has been an unimaginably challenging time for people up and down the country, but none more so than for clubs like yours. We've worked with organisations like yours for over 20 years, so we understand the pressure you're under.

That's why we've been working tirelessly behind the scenes to support you, and fight for the best solutions to the issues you're facing. From legal challenges against insurers, to advice, guidance and support. Doing everything we can to keep you protected, until things return to normal.

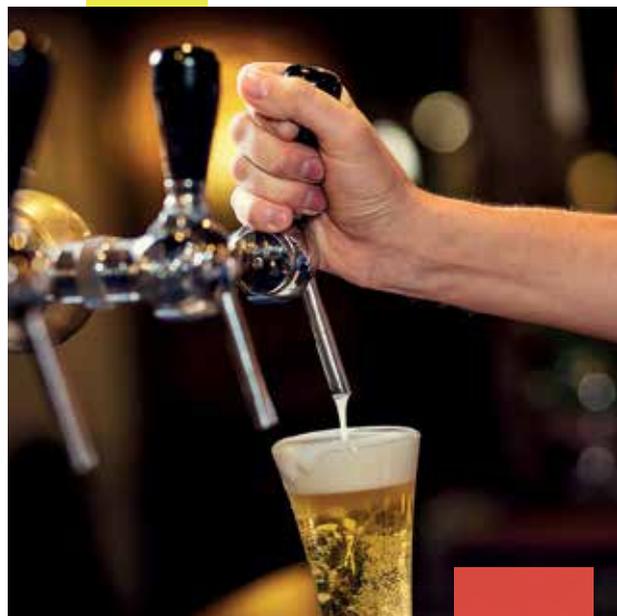
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CORONAVIRUS SUPPORT FOR SOCIAL AND SPORTING CLUBS

	Grant Funding	Retail. Hospitality and Leisure Grant	Business Rates Retail Discount	Job Retention Scheme	VAT Deferral	HMRC Time to Pay	Statutory Sick Pay	Coronavirus Business Interruption Loan Support
Benefit	One off grant of £10,000.	One off cash grant of £25,000 to businesses in this sector.	No rates payable for the 2020-2021 tax year.	Grant will cover 80% of the salary of retained staff, capped at £2,500 per employee per month. The club has to fund payments until end of April.	A club will not have to pay VAT from now until mid-June. The business has until the end of March 2021 to pay the VAT due.	<ul style="list-style-type: none"> Setting up time to pay. Suspending debt collection proceedings. Cancelling late payment penalties and (unusually) interest. 	Can reclaim up to 2 weeks SSP per eligible employee who has been off work due to Covid-19. The weekly rate is £94.25.	The lender receives a guarantee of 80% of the loan amount from the government.
Criteria	Must be eligible for small business rates relief.	Club premises with a rateable value between £12,000 (£15,000 in England) and £51,000.	Any business in the retail, hospitality or leisure sectors	All UK businesses operating a payroll and who have enrolled for PAYE on-line.	All UK businesses.	All UK businesses with less than 250 employees.	All UK businesses available to social clubs only sports clubs.	
How to apply	Local authority. Check the authorities website as procedures vary greatly.	Local authority	Automatic, the council will not seek to collect rate demands from April.	Submit information to HMRC about the employees and their earnings through a new online portal.	The number of HMRC helpline is 0800 0159 559.	Submit information to HMRC through payroll.	All the major banks.	
Comments	If the club has two properties, gym, changing room, betting shop, etc. it may be eligible for grant for each property.	Some authorities have already made payment.	Available for 2020/21 only.	The scheme will not open before the end of April; if you don't have a PAYE on-line account you should apply now. Office holders are eligible under the scheme.	If a club wishes to take advantage of this support it has to cancel its VAT direct debit mandate.	Will allow overdue tax to be paid over a period of time.	Commenced from 13th March, for most replaced by Job Retention Scheme.	Interest free for first 12 months. Capital repayment holiday at lenders discretion.

Chris Haley explains how Club Gaming Machine Supplier Dransfields is supporting Clubs during this time

Q What does re-opening mean for Dransfields?

A We have already carried out all required Risk Assessments for each of our depots, and for each employee role, and distributed the necessary PPE to the field-based staff. All depots have had the necessary adjustments carried out to ensure COVID safe working practices are in place. We are bringing employees back from furlough to meet the needs of customers with approximately one third of our customers open at the current time.

Fortunately, we had managed to collect the majority of sites before the lockdown but there are some we didn't get to. We have therefore brought some Collectors and Engineers back to work to deal with these and to begin the task of re-floating machines in line with customer expectations. Clubs should e-mail enquiries@dransfields.com if they have any specific requests

Dransfield's supplies circa 5,000 individual free trade premises in addition to Tenanted and Managed houses and all need to be contacted to ascertain their plans for re-opening; this is a massive task. The Government has issued the guidance for the Hospitality Industry so clubs now know the adjustments that are required on their premises. To date about a third of our customers are open but we are aware that many are planning to re-open at the beginning of August.

Unfortunately, gaming machines will have technical issues when they are switched back on, simply due to the length of time that they have been off and all jukeboxes will have locked down. We will therefore need to be able to access premises to sort them, ideally prior to re-opening; the more notice we are given the better!

Q How will you be responding to the increase in Cashless Payment Methods?

A The growth of cashless payments has been massively boosted by the current crisis and you can see this in all shops regardless of their size.

This presents a problem for gaming machines as the law prevents the use of debit and credit cards for play directly on a machine. Prior to the lockdown Dransfield's had begun the trial of a Cashless Payment App with one customer and the results were better than expected with a lot of interest from players. We have therefore taken the decision to extend this trial across our machines and are also introducing contactless payment on pool tables.

We see the reduction in cash transactions as a problem for our business as it will affect machine income and we need to give customers the ability to play machines using an alternative payment method. The ability to perform age verification checks via the App will also be of interest to many of our customers

That said, we do not expect

cash to disappear from clubs so will continue to accept it in all our equipment for as long as there is demand

Q Do you think the way that you operate equipment in clubs will change?

A There will undoubtedly be changes, many of which will be brought about by social distancing requirements. We are planning much more planned preventative maintenance with an emphasis on engineers checking all machines on site whilst there rather than just attending to a machine that is out of order. Collections will undoubtedly take longer to process due to the use of PPE and other safety measures whilst on site. Collection frequencies are likely to change depending on the machine income and we will need flexibility around collections if we encounter staff shortages due to COVID infection, shielding, self-isolation, local lockdowns etc.

There will need to be specific measures put in place to ensure that our equipment can be used safely and we have placed recommendations on our website to assist our customers with this. We are going back to work in a different operating environment to the one we left at lockdown.

Q What do you think may happen with jukeboxes, will there be an increase in the use of Apps to choose music?

A Jukeboxes have been struggling to maintain income levels for a few years, despite the investment made in the products. I do see a rise in the use of Apps to choose music as I expect people to be moving around a lot less in clubs. Seat based music selection is therefore likely to increase in popularity. (Editor Note: Currently the guidance is not to allow loud music to be played but Chris comments are useful for the future when such guidance may be relaxed).



YDP Introduce Remote Stocktaking

Due to the current restrictions and possible future issues during the coronavirus pandemic, it has become necessary to re-think the process of producing a bar stock report for the club.

YDP have launched a Remote Stocktaking Service whereby the club complete the physical count and YDP compute the result. They have a simple step by step approach to complete the process of obtaining a stock result.

You could benefit from:

****Professional stock clerks to share their knowledge and provide guidance through the process**

****A flexible service to meet your changing needs**

****Huge savings in stocktaking costs**

****Speedy return of results and professional stock report by email**

Contact YDP for a quotation and a description of the process.





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Maintaining records of staff, customers and visitors to support NHS Test and Trace

Organisations in certain sectors should collect details and maintain records of staff, customers and visitors on their premises to support NHS Test and Trace.

The UK is currently experiencing a public health emergency as a result of the coronavirus (COVID-19) pandemic. It is therefore critical that organisations take a range of measures to keep everyone safe.

The easing of social and economic lockdown measures following the COVID-19 outbreak is being supported by NHS Test and Trace. You should assist this service by keeping a temporary record of your customers and visitors for 21 days, in a way that is manageable for your organisation, and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.

NHS Test and Trace

NHS Test and Trace is a key part of the country's ongoing COVID-19 response. If we can rapidly detect people who have recently come into close contact with a new COVID-19 case, we can take swift action to minimise transmission of the virus. This is important as lockdown measures are eased and will help us return to a more normal way of life and reduce the risk of needing local lockdowns in the future.

The purpose of maintaining records

By maintaining records of staff, customers and visitors, and sharing these with NHS Test and Trace where requested, you can help us to identify people who may have been exposed to the virus. Containing outbreaks early is crucial to reduce the spread of COVID-19, protect the NHS and social care sector, and save lives. This will help to avoid the reintroduction of lockdown measures and support the country to return to, and maintain, a more normal way of life.

You can play a significant role in helping your staff, customers and visitors understand the importance of NHS Test and Trace and play their part in stopping the spread of COVID-19. Please do this by explaining why you are asking for contact information and encouraging them to provide it.

Information to collect

The following information should be collected by the venue, where possible:

- staff
- the names of staff who work at the premises
- a contact phone number for each member of staff
- the dates and times that staff are at work
- customers and visitors
- the name of the customer or visitor. If there is more than one person, then you can record the name of the 'lead member' of the group and the number of people in the group
- a contact phone number for each customer or visitor, or for the lead member of a group of people
- date of visit, arrival time and, where possible, departure time
- if a customer will interact with only one member of staff (e.g. a hairdresser), the name of the assigned staff member should be recorded alongside the name of the customer

No additional data should be collected for this purpose.

You should collect this information in a way that is manageable for your establishment. If not collected in advance, this information should be collected at the point that visitors enter the premises, or at the point of service if impractical to do so at the entrance.

Recording both arrival and departure times (or estimated departure times) will help reduce the number of customers or staff needing to be contacted by NHS Test and Trace. We recognise, however, that recording departure times will not always be practicable.

If someone does not wish to share their details, or provides incorrect information

Although this is voluntary, please encourage customers and visitors to share their details in order to support NHS Test and Trace and advise them that this information will only be used where necessary to help stop the spread of COVID-19.

If a customer or visitor informs you that they do not want their details shared for the purposes of NHS Test and Trace, they can choose to opt out, and if they do so you should not share their information used for booking purposes with NHS Test and Trace.

The accuracy of the information provided will be the responsibility of the individual who provides it. You do not have to verify an individual's identity for NHS Test and Trace purposes.

How records should be maintained

To support NHS Test and Trace, you should hold records for 21 days. This reflects the incubation period for COVID-19 (which can be up to 14 days) and an additional 7 days to allow time for testing and tracing. After 21 days, this information should be securely disposed of or deleted. When deleting or disposing of data, you must do so in a way that does not risk unintended access (e.g. shredding paper documents and ensuring permanent deletion of electronic files).

Records which are made and kept for other business purposes do not need to be disposed of after 21 days. The requirement to dispose of the data relates to a record that is created solely for the purpose of NHS Test and Trace. All collected data, however, must comply with the General Data Protection Regulation and should not be kept for longer than is necessary.

General Data Protection Regulation (GDPR)

The data that we are asking you to collect is personal data and must be handled in accordance with GDPR to protect the privacy of your staff, customers and visitors. This section sets out the steps you can take to comply with GDPR.

GDPR allows you to request contact information from your staff, customers and visitors and share it with NHS Test and Trace to help minimise the transmission of COVID-19 and support public health and safety. It is not necessary to seek consent from each person, but you should make clear why the information is being collected and what you intend to do with it.

For example, if you already collect this information for ordinary business purposes, you

should make staff, customers and visitors aware that their contact information may now also be shared with NHS Test and Trace.

You do not have to inform every customer individually. You might, for example, display a notice at your premises or on your website setting out what the data will be used for and the circumstances in which it might be accessed by NHS Test and Trace.

When information should be shared with NHS Test and Trace

NHS Test and Trace will ask for these records only where it is necessary, either because someone who has tested positive for COVID-19 has listed your premises as a place they visited recently, or because your premises have been identified as the location of a potential local outbreak of COVID-19.

NHS Test and Trace will work with you, if contacted, to ensure that information is shared in a safe and secure way. You should share the requested information as soon as possible to help us identify people who may have been in contact with the virus and help minimise the onward spread of COVID-19.

NHS Test and Trace will handle all data according to the highest ethical and security standards and ensure it is used only for the purposes of protecting public health, including minimising the transmission of COVID-19.

If you are contacted by NHS Test and Trace

Contact tracers will:

- call you from 0300 013 5000

Contact tracers will never:

- ask you to dial a premium rate number to speak to them (for example, those starting 09 or 087)
- ask you to make any form of payment or purchase a product or any kind
- ask for any details about your bank account
- ask for your social media identities or login details, or those of your contacts
- ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone

- disclose any of your personal or medical information to your contacts
- ask about protected characteristics that are irrelevant to the needs of test and trace
- provide medical advice on the treatment of any potential coronavirus symptoms
- ask you to download any software to your PC or ask you

- to hand over control of your PC, smartphone or tablet to anyone else
- ask you to access any website that does not belong to the government or NHS

How NHS Test and Trace will take steps to minimise transmission

If you receive a request for information from NHS Test and Trace this does not mean that you

must close your establishment. NHS Test and Trace will, if necessary, undertake an assessment and work with you to understand what actions need to be taken.

Depending on the circumstances and the length of time that has elapsed, this could include arranging for people to be tested, asking them to take extra care with social distancing and/or – in some circumstances

– asking them to self-isolate. NHS Test and Trace will give you the necessary public health support and guidance. Your staff will be included in any risk assessment and NHS Test and Trace will advise them what they should do.

If there is more than one case of COVID-19 on your premises, you should contact your local health protection team to report the suspected outbreak.

INTRODUCING SWIFTY - THE NEW PAYMENT AND LOYALTY APP HELPING CLUBS REOPEN

- Swifty is a new payment and loyalty app designed to help operators reopen and navigate the “new normal” post-lockdown
- Starting at £24 a month, the easy-to-use interface allows customers to view menus, order and pay at table and book in advance, supporting social distancing measures by reducing the need for physical contact in outlet
- The software integrates with leading EPOS systems, supports the sale of all foods and beverages and can also include promotions and loyalty campaigns to reward customers and incentivise visits, once appropriate to do so

HEINEKEN UK announces launch of Swifty, a new payment and loyalty app to help on-trade operators navigate contact-free reopening and adapt to post-lockdown government measures.

In collaboration with The only way Togo, Swifty was developed specifically for Clubs, pubs, bars and restaurants. The easy-to-use app allows operators to take orders on all food and drink menu items, incentivise visits and manage footfall digitally, without the need for physical contact with the customer.

In line with the government’s expected reopening guidelines, hospitality operators will need to meet social distancing and hygiene standards when opening their doors to customers. Swifty supports these measures and eliminates the need for physical contact at the bar by enabling customers to view menus, place an order, and pay their bill directly from their phone.

By turning every stage of the ordering and payment process into a simple contactless transaction, Swifty enables operators to meet social distancing guidelines whilst crucially demonstrating their commitment to the health and safety of staff and customers. In addition, Swifty will allow operators to gather insights into their customers’ purchasing behaviour by monitoring peak sales periods, buying preferences and demographic information.

Additional features to help operators get back on their feet will include promotions and loyalty campaigns designed to encourage repeat visits, and a reservation management feature that enables venues to monitor and manage footfall by letting users reserve tables in advance.

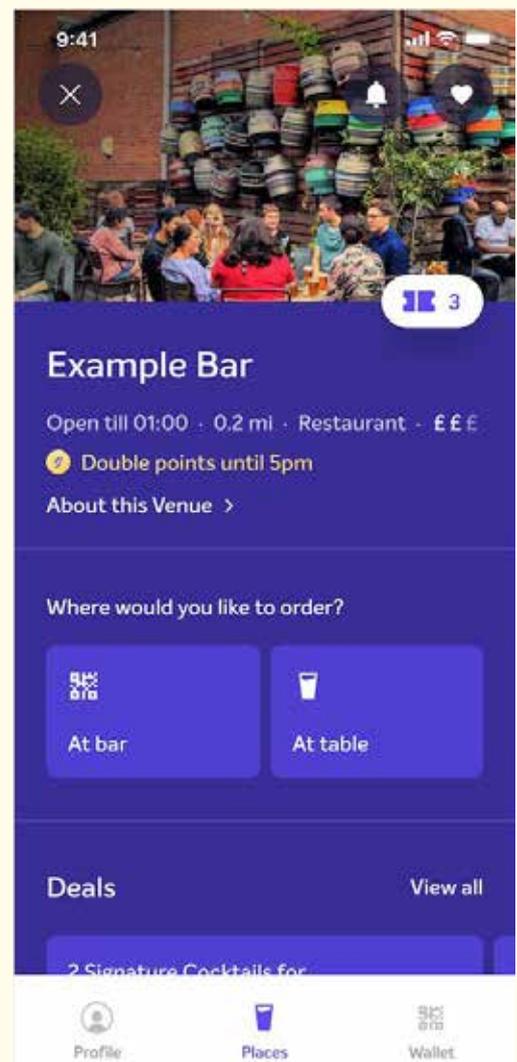
Starting at just £24 per month, Swifty is a total retail solution available to all operators, across all food and beverage brands. With three tiers of packages – Swifty Lite, Swifty Premium and Swifty Plus, Swifty offers greater flexibility for operators to select the service that is right for their business and budget.

HEINEKEN UK Head of Data Driven Commerce On Trade Matt Rix, comments: “We know many outlets will find adapting to new social distancing measures extremely challenging. Swifty is designed to make that process as easy and successful as possible for both customer and operator. The aim is to make customers feel confident when visiting outlets during the immediate reopening and keep them coming back long into the future as we transition in to the ‘new normal’.”

“While Swifty is a technology solution, it has the benefit of being backed by HEINEKEN’s wealth of experience in the hospitality industry. By combining our expertise as brewers, retailers and suppliers with an industry-leading mobile solution, we’re able to uniquely provide our customers with the means to kick-start their operations once lockdown has been lifted.”

For more information on Swifty, please contact Hello@SwiftySupport.co.uk or visit Swifty-app.co.uk/business.

*excluding any additional set-up or integration costs that may be required for their venue



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