

TIP, GRATUITY & SERVICE CHARGE POLICY

1. INTRODUCTION

Eastwood Park Ltd recognises the importance of rewarding our employees with tips, gratuities and service charge payments (collectively referred to as “tips” for the purpose of this policy) which are given by members of the public, guests and event organisers.

The primary purpose of this policy is to ensure that all tips are recorded and shared amongst the staff who were on shift for the particular event or on the day of the tip being received. This is also in place to ensure there is a fair, effective and consistent approach to how we make payment to staff.

This policy applies to Food & Beverage, Kitchen and Housekeeping employees, including casual workers and agency workers in those departments: it is not part of your terms and conditions of employment. The policy is written and reviewed in line with the Employment (Allocation of Tips) Act 2023.

2. POLICY

As of the 1st July 2024, the law dictates that businesses must record and distribute to staff 100% of any tips received. Eastwood Park Ltd commit to ensuring that all our staff receive their tips in full and work on the basis of the following four principals:

1. The written tips policy is in place and visible to all staff and the general public within the establishment and on the website.
2. All staff to ensure that they can explain to members of the public how tips are recorded and how they receive their allocated tips through payroll
3. Any staff who are asked for further details can also request that the Duty Manager on shift discusses with the guest to explain in more detail.
4. The monthly payslip received by staff will detail the payment of any tips. All employees can also request to see the recorded documents through their line manager when necessary.

2.1 Allocation of Tips

Upon receipt of any tips, these will be passed on to the line manager who then record against all staff on shift and breakdown the amount per person – for example if a table of 4 gives a tip of £20.00 and there were 7 members of staff working that shift, each employee will receive £2.86.

All records are kept on a monthly basis and will available for 12 months.

2.2 Payment of Tips

Any tips due will be paid via payroll on a monthly basis in line with the relevant pay period.

All payments made in respect of tips are subject to tax and NI deductions.

2.3 Dispute resolution

If any issues or concerns are brought to the managers attention, these will be investigated within two weeks of the request to ensure a suitable outcome.

If the issues highlight under or overpayment these will be added or deducted via payroll the following month.

3. DOCUMENT MANAGEMENT

3.1 Version Control

Version:	1.1
Date of Version:	29/07/2024
Approved by:	General Manager
Confidentiality level	Public

3.2 History

Date	Version	Author	Comment/change/approval
01/07/2024	1.0	Tom Ruck	Initial draft
29/07/2024	1.1	Tom Ruck	Approved Final Document

3.3 Review

This policy will be reviewed every 12 months by the General Manager (Country House).

Date set for review: 1st July 2025