

Fair Tips Charter

Our policy on tips is;

- We do not charge additional service charges to our guest, regardless of party size.
- There is no expectation for tips to be left by guests; this is purely at your discretion.
- Where it is felt great service has been received then tips left by guests are both welcomed and appreciated.

As an employer in the Hospitality Industry, we pledge;

- No charge or deduction is made for managing the tips received or for the administration of paying them out.
- No charge or deduction is made to cover bank charges, credit card commissions or any other expenses we incur in relation to the banking and distribution of tips.
- Staff member representatives decide on the frequency of when the tips are paid out.
- All tips are shared equally between the team.
- All employees are paid at least the minimum wage before receiving tips which are paid in addition to this.
- We do not charge employees or deduct monies from the tips for uniforms, breakages, mis-pours, wrong orders, till shortages or customer walk outs.
- Our central support office staff and Directors take no share of any tips.
- Tips paid out through the Company are done so in accordance with the law in England and Wales with regards to taxation and national insurance.

Steve Jones



Operations Director

