

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 national minimum wage, all employees aged over 18 years of age are paid at least the national living wage. This is 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.

Linden Beattie

**General Manager,
The Waterfront Hotel, Spa & Golf.**

