

~~Oriel Hotel~~
ORIEL HOTEL LIMITED

GRATUITIES (TIPS) POLICY

The Employment (Allocation of Tips) Act 2023.

- This policy applies to all workers employed by or working for Oriel Hotel Limited. 'Workers' includes all employees, workers, and any agency workers used by Oriel Hotel Limited.
- This policy governs the handling and allocation of all financial tips and discretionary service charges paid by customers to the Oriel Hotel Limited. Oriel Hotel Limited accepts tips in the form of cash (i.e. bank notes and coins), card payments or equivalent alternative electronic methods e.g. Apple Pay, Google Pay or other mobile phone apps.
- Oriel Hotel Limited does not require customers to pay a tip, gratuity or service charge. However, customers' bills will clearly state that service is not included, and there is a stage during the card payment process where the customer is given the option of adding a tip or gratuity.
- Any cash or card tips which a customer leaves should be recorded on the "Tip Record" and posted on to Rezcontrol, Clubright or Epos system, depending which department you are in. If a customer indicates that their tip should be paid to a particular worker, they should be politely informed that it is our policy that all tips are distributed fairly between eligible workers.
- If an employee receives a tip directly, they must record this and post it to the relevant system. Failure to do so may be considered gross misconduct.
- Tips will be distributed and managed by Tracey Richmond General Manager. She will be responsible for the allocation of all tips to workers. All tips received by the business will be passed on, without deductions.
- Other than defining the terms of this policy, Oriel Hotel Limited will have no involvement, control or influence over the allocation of tips or associated decision-making.
- This policy, including the Appendix below, does not form part of the contract of employment of any worker. Oriel Hotel Limited reserves the right to amend this policy or adopt a different procedure for allocation of tips at any time, where it is considered appropriate or necessary, following consultation with workers.
- All tips will be allocated to workers without deductions by Oriel Hotel Limited, with the exception of legally required deductions including income tax and national insurance contributions. No charge will be applied by Oriel Hotel Limited for the operation of this tip distribution scheme.
- Tips will be paid to workers by no later than the end of the month following the month in which they were paid by the customer.

- Oriel Hotel Limited will keep appropriate records of the total amount of tips received by the company and the amount allocated to each worker. Records will be kept for three years from the date of payment of the tip. All personal data held for this purpose will be stored, processed and disposed of in accordance with applicable data protection legislation. Workers have a right to make one written request in each period of three months to view the tipping record covering their period of employment or engagement, up to a maximum of the previous three years.
- Oriel Hotel Limited will regularly review this policy to ensure it remains fair and does not discriminate against any group of workers.
- Any concerns or queries regarding allocation of tips should be raised with a manager. Oriel Hotel Limited also operates a grievance procedure, which is detailed in its Employee or Worker Handbook.

APPENDIX

- All tips received by Oriel Hotel Limited will be distributed in accordance with the system set out below. When determining this system, the company took into account the following factors:

Number of hours worked during the period when tips are received

- All tips received in any given month, in line with the payroll timetable, will be allocated in the following manner:

100% of the total tips received will be allocated to all staff equally, regardless of the department they work in or seniority level

ATTACHED

- Gratuities (Tips) Procedure
- Payroll timetable