

Tip and Gratuity Policy

A 'tip or gratuity' is a voluntary payment made by a guest to, or left for, an employee or group of employees which they intended or assumed that the payment would be kept by the employee or shared with other employees.

As a policy, the Hotel does not charge a mandatory 'service charge'.

Cash Tips

Cash tips are pooled and divided at the end of each lunch and dinner service between each food and beverage team member on duty for that service.

Electronic Tips

A record of each check number, the value of each corresponding tip and the names of the food and beverage team members on duty per shift is recorded in each department. Thereafter, the total amount of electronic tips are assigned equally between each food and beverage team member on duty at the end of each shift.

This record is updated daily and forwarded to the accounts department monthly for distribution. All electronic tips are processed monthly through payroll which are taxable, and a statement outlining the monthly total of electronic tips is issued within 10 days of their distribution to all team members departmentally.

Group Tips

Conference, Banqueting and Group Gratuities designated to all employees are placed in a social fund, a statement of which is issued monthly to all employees and the balance used to fund employee events.

The Hotel does not retain any share whatsoever of cash, electronic, group or other tips.