

## Nutwood Pubs Tips and Gratuities Policy

A discretionary gratuity (or 'service charge') is added to each bill which includes food and/or where table service is provided. The service charge is currently 12.5%.

Any gratuity you pay is a direct reward for the team that made your experience special. We therefore ensure that gratuities paid as part of your final bill by any means (including cash and credit/debit cards) are distributed equally amongst the team in the venue when and where given, including the front of house and the kitchen staff on shift at that time.

It is entirely your choice whether or not to pay this Service Charge. Please ask if you wish for it to be removed. If your reason for requesting removal of the Service Charge is as a result of any deficiency in the food, drinks or service provided, it would help us to improve if you would be so kind as to share that information with us – either in person with a manager at the time, or in complete confidence by phone or email thereafter (contact details provided below).

Any gratuities paid as part of your final bill are paid to our venue teams through our payroll and are therefore subject to PAYE. Nutwood Pubs deducts a small percentage to cover the administration costs of the Company gratuities scheme only.

Any tips paid in cash are retained by the individual server and may or may not be shared with other members of staff in the venue. It is the responsibility of those receiving cash tips to declare the income for tax purposes to HM Revenue and Customs. Nutwood Pubs does not manage the administration of cash tips.

We are committed to supporting our staff members and to making our venues fantastic and fair places to work.

Nutwood Pubs fully supports the UK Government's voluntary code of best practice on service charges, tips and gratuities. More details of this code can be found on the [Gov.UK website](#).