

NOTICE: TIPS & GRATUITIES POLICY – 1st DECEMBER 2022

Tips and Gratuities Policy

Carlton Hotel Dublin Airport has introduced a new Tips & Gratuities Policy following the commencement of the Payment of Wages (Amendment) (Tips and Gratuities) Act 2022 from 1 December 2022.

Service Charges

In compliance with section 4D of the Payment of Wages Act 1991 (as inserted by section 3 of the Payment of Wages (Tips and Gratuities) Act 2022), any charge called a 'service charge' or anything that would lead a customer to believe it is a charge for service, will be fully distributed to Team members as if it were a tip or gratuity received by electronic means.

Cash Tips

In certain Departments, any Cash Tips received by a Team member(s) during a shift will be pooled together and, at the end of the shift, all Cash Tips received will be shared equally between all Departmental Team members who are working during that shift. In some cases, Cash Tips are shared between Departments according to a defined ratio. In certain other Departments, any Cash Tips received by a Team member during a shift will be retained directly by the Team member. Cash Tips received during a shift will be shared equally with any contract workers e.g. agency staff, working on a given shift.

Electronic Tips

For all relevant Departments, all Electronic Tips received by a Team member(s) during a shift will be aggregated together and, at the end of the reference period, the total of all Electronic Tips received will be shared, on a pro-rata basis, between all Departmental Team members who worked during that reference period. In some cases, Electronic Tips will be shared between Departments according to a defined ratio.

Exclusions

Certain charges, such as tray charges, are levied directly by the Hotel for services rendered to guests and will not be distributed as Tips.



Declan Meagher

General Manager