

# Warwick Conferences Gratuities and Tipping Policy

Warwick Conferences aims to provide high levels of customer service throughout its operation with all the team - front of house, back of house and support staff playing a key role in this service delivery.

Warwick Conferences have over 200 contracted and agency employees and legislation sets out that all tips/ gratuities are to be shared equally among all staff members.

As part of the University of Warwick, Warwick Conferences are a 'Real Living Wage' employer and provide all its employees with excellent employment benefits.

It is therefore our policy not to accept tips from our customers, nor do we add any additional service charges to our invoices. Service is included in and built into our pricing.

Where a group or individual has set aside money for a gratuity, we would ask for the group or individual to consider donating to a charity of your choice which will benefit those in our community who really need it.

If any tips are left, these are considered occasional and exceptional and do not qualify, therefore, under the Employment (Allocation of Tips) Act 2023. As a consequence, the University does not maintain a formal register of tips to which employees and workers can request access nor a written policy on their allocation as required by the Act for any qualifying tips, gratuities and service charges, nor does it consider it necessary to do so.

However, the University reviews information about tips on a periodic basis to determine whether their status under the Act changes and ensure that it remains compliant with those requirements.