

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%.

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).

Alternatively, or in addition, you are at liberty to gift an amount in cash or by card to your server (a 'tip') in recognition of the service received.

Any tip or 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 or to the Company by any means (including cash and credit/debit cards) are distributed fully and equally amongst the team in the venue where given, including the front of house and all kitchen and support staff.

All gratuities received are paid to our venue teams through a separate payroll scheme that is operated independently of Nutwood Pubs, and are subject to PAYE. All fees and administration costs for operating this scheme are met by the Company itself, as Nutwood Pubs makes no deduction whatsoever from the amounts paid by you.

Any tips paid in cash directly to your individual server may or may not be shared with other members of staff in the venue. It is the responsibility of those receiving such cash tips to share or to declare the income for personal tax purposes to HM Revenue and Customs. Nutwood Pubs plays no part in the administration of cash tips.

In addition to all legal requirements under the Employment (Allocation of Tips) Act 2023, including the new statutory 'Code of Practice on Fair and Transparent Distribution of Tips'*, Nutwood Pubs recognises and fully supports the rights of all staff, including their rights to fairness and equality in all respects.

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

*see <https://www.gov.uk/government/publications/distributing-tips-fairly-statutory-code-of-practice>