



Tips and Gratuity Policy

A tip or gratuity is a voluntary payment made by a guest to an employee or group of employees, intended to be kept by the employee(s) or shared among team members.

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

Cash Tips

Cash tips are shared and distributed at the end of each shift as follows:

Servers: 40% – divided equally among all servers on shift

Bar Staff: 25% – divided equally among all bar staff on shift

Food Runners: 25% – divided equally among all food runners on shift

Hostess: 10% – divided equally among hostesses on shift

Electronic Tips

A record of each check, the value of the corresponding tip, and the names of the food and beverage team members on duty per shift is maintained in each department. At the end of each week, the total amount of electronic tips is divided proportionally across workdays and allocated to staff according to their duty shifts, following the same distribution percentages as cash tips. This record is updated daily and forwarded to the Accounts Department weekly for distribution. All electronic tips are processed weekly through payroll, are taxable, and a statement outlining the monthly total of electronic tips is issued to all team members within 10 days of distribution.

Group / Banqueting Tips

Tips received from conferences, banquets, or group events are distributed monthly among staff based on the number of hours worked during the pay period in which the gratuity was earned.

Spa Tips

Electronic Spa Tips: Paid weekly directly to the therapist who provided the service

Cash Spa Tips: Given directly to the therapist

Druids Glen Resort **does not retain any share** of cash, electronic, group, or other tips