



Tipping Policy

1. Objective and Commitment

At Niche Food & Drink Ltd, we are dedicated to ensuring fairness and transparency in the handling of all tips, gratuities and service fees.

We encourage our patrons to acknowledge excellent service by leaving tips or gratuities.

Our goal is to provide a means for customers to express appreciation for the hard work and dedication of our team members.

2. Scope

This policy applies to all staff members, including full-time, part-time, temporary, and qualifying agency personnel, as defined by the Employment (Allocation of Tips) Act 2023. For agency personnel, this policy applies as if they were directly employed by Niche Food & Drink Ltd concerning tip allocation and distribution.

It encompasses all tips, gratuities and service fees that are under the control or significant influence of the employer.

3. Definitions

- Agency Personnel: Individuals provided by an agency to work under the direction of Niche Food & Drink Ltd.
- Non-Cash Gratuities: Items such as gift cards or vouchers that can be exchanged for cash, goods, or services.
- Behind-the-Scenes Areas: Locations like kitchens or offices where staff do not directly interact with customers.
- Private Tips: Tips given in non-public areas of the establishment.
- Direct Tips: Tips handed directly to staff without involvement from Niche Food & Drink Ltd.
- Customer Areas: Places where customers interact with staff, such as dining rooms or retail spaces.
- Controlled Tips: Tips or gratuities that Niche Food & Drink Ltd controls or significantly influences, including:
 - Credit/debit card payments
 - Cash given to the employer
 - Service fees
 - Non-cash gratuities
- Tip Pooling System: A method for collecting and distributing tips, managed independently by a designated coordinator.

4. Acceptance and Allocation of Tips

4.1 Receiving Tips

Controlled Tips: All tips received by Niche Food & Drink Ltd, whether via card, cash, or service fee, are distributed to staff without deductions except for required taxes.

Direct Tips: Tips given directly to staff are retained by them and are not subject to pooling or redistribution by the employer.

4.2 Non-Cash Gratuities

Non-cash gratuities are assigned their monetary equivalent and included in the overall tip pool for fair distribution.

4.3 Timely Distribution

Controlled tips are to be distributed no later than the end of the month following the month they were received (e.g., tips from June must be distributed by the end of July).

4.4 Fair Allocation

Controlled tips will be allocated based on:

- Role and Duties: Distribution depends on the level of customer interaction and contribution to service.
- Hours Worked: Tips are proportional to the number of hours worked during the relevant period.
- Performance Metrics: Both individual and team performance may influence tip distribution.
- Length of Service: Staff with longer tenure may receive a higher share.
- Seniority: Staff will receive a higher share depending on their position within the company.

4.5 Allocation in Non-Customer Areas

Tips collected in behind-the-scenes areas will be fairly allocated across both customer-facing and non-customer-facing areas, ensuring equitable distribution based on role, hours worked, and contribution.

4.6 Commitment to Non-Discrimination

We are committed to preventing any form of discrimination in tip distribution, ensuring no staff member is disadvantaged due to age, race, gender, disability, or other protected characteristics. Refer to our Equal Opportunity and Diversity Policy for more details.

4.7 Distribution Methods

Tips may be distributed through payroll or via an independent tip pooling system managed by a designated coordinator. The rules governing the tip pooling system's distribution will be communicated separately.

4.8 Agency Personnel

Tips allocated to agency personnel will be forwarded to their agency, which will ensure full payment to the individual without unauthorized deductions.

5. Transparency and Records

We maintain records of all controlled tips for a minimum of three years. Staff can request access to these records for any period within three years of their request, limited to one request every three months.

We apply a standard service charge to customer bills. The customer will have been informed of this prior to making their purchase. This fee is entirely optional, and customers may adjust or remove it at their discretion.

6. Feedback

Feedback is encouraged and will be considered during policy reviews.

7. Resolving Concerns

If staff believe tips have been unfairly distributed, they can submit a formal complaint. We will respond within 14 days. If unresolved, the matter can be escalated to senior management or an employment tribunal.

8. Public Transparency

We may publicly display this tipping policy to ensure transparency with our customers, demonstrating our commitment to fair tipping practices.

9. Contact Information

For questions or concerns regarding tip records, please contact rosebery@nichefoodanddrink.com