

**THE LANCASTER LANDMARK HOTEL  
COMPANY LIMITED**

**Tipping policy in accordance with the Employment (Allocation of Tips) Act 2023**

- Customers of The Lancaster Landmark Hotel Company Limited are invited to make payment of a discretionary service charge. Additionally, they may choose to pay additional gratuities by way of a card transaction. These payments represent the “employer received tips” received by The Lancaster Landmark Hotel Company Limited as defined by the Employment (Allocation of Tips) Act 2023.
- Additionally, customers may choose to leave additional tips in cash for team members. These are not handled, managed or controlled by The Lancaster Landmark Hotel Company Limited and will represent “worker received tips” as defined by the Employment (Allocation of Tips) Act 2023.
- The Lancaster Landmark Hotel Company Limited ensures that all “employer received tips” are dealt with fairly in accordance with the Employment (Allocation of Tips) Act 2023 by operating a valid tronc arrangement as defined by Paragraph 5, Part X, Schedule 3 of the Social Security (Contributions) Regulations 2001.
- The Troncmaster for The Lancaster Landmark Hotel Company Limited is Peter Davies of WMT Troncmaster Services Ltd.
- 100% of the face value of the “employer received tips” as paid by customers is made available to the Troncmaster to award and distribute and The Lancaster Landmark Hotel Company Limited provides the Troncmaster with such information as they may reasonably require to verify and demonstrate this.
- All “employer received tips” will be paid to members of the tronc system no later than the end of the month following the month in which they were paid by customers at The Royal Lancaster Hotel and this is verified The Lancaster Landmark Hotel Company Limited through the payroll system.
- All “employer received tips” are distributed to workers at the trading site at which they were generated (being The Royal Lancaster Hotel, [Lancaster Terrace, London, W2 2 TY]) and to staff working at non-public places of business operated by The Lancaster Landmark Hotel Company Limited (as defined by the Employment (Allocation of Tips) Act 2023).



**Sally Beck**  
**General Manager**



**Date**