

## CEDAR SERVICE CHARGE POLICY

### Our Team Commitment...

Over the last three years, we have taken the opportunity to really assess how well we are looking after the good people within Cedar Court Hotels. Asking ourselves how are we, as responsible employers, looking after our colleague's complete welfare?

These hotels are so very proud to have many long-standing employees and truly are 'employers of choice'...yet we wanted to be even better. For them. (The team really is at the heart of every decision we make together).

As a result, we have developed what is now an industry-leading pack of benefits, offering superb training, reward, and support opportunities for all via a newly formed, 'Talent, Culture and Wellbeing' department.

- Colleagues now have access to an award-winning 'Employee Assistance Programme' (A dedicated service, offering professional and confidential guidance, there to use if needed). We offer colleagues their Birthdays off. Paid.
- Our Chefs work shorter weeks and are paid for every hour they work.
- Everyone has the opportunity to win a Holiday away every quarter, the winners are voted for by all.
- Every team member has the access to sales or service-related cash incentives and rewards.
- Those same team members enjoy long service awards, regular reward days, and random acts of kindness...

The list goes on.

Perhaps most importantly though, we have also lifted the rates of pay across all areas of our business (well ahead of planned national wage increases) and we offer many opportunities for significant further remuneration. With this in mind, we now see the addition of an optional 10% cover charge as the next step in developing and rewarding these hard-working people. So, as of February 2022, we will provide you with the opportunity to opt into paying an additional ten percent on your bill when our team provides you with table service.

We guarantee that 100% of this money will go toward remunerating the people who have looked after you during your time with us; the great people on the floor who have shown you true hospitality and added value to your stay (equal payments will also go to our Kitchen Brigades who are so essential to our business).

This new charge is an option for you to further reward and is completely at your discretion and I promise, it won't cause offense if you ask for it to be removed (and we'll always happily listen to where we could've been better!).

As this group's Managing Director, I am very proud that we now offer such a range of benefits and that we really do now support not only work/life balances... but home lives too.

This service charge is another step forward in our journey to be better and one I hope you will support.

I sincerely thank you for your continued custom.

Wayne Topley

Managing Director, Cedar Court Hotels Yorkshire