



Discretionary Service Charge Policy

Swinton Estate's policy of including a discretionary service charge across each of the hotel's retail outlets was introduced in 2018, with the aim to reward every member of staff who contributes towards the Swinton Estate experience.

It is extremely difficult to acknowledge exceptional service from those members of staff who operate in less visible hotel departments, which is why the service charge is distributed equally.

For our guests who choose to pay the service charge, you can be assured that this money is given back to Swinton Estate's staff. There are no deductions for administration or payment which is done via their wages with the relevant tax paid. The exception is only for any commission should the bill be settled using a credit or debit card and only for the amount pertaining to the service charge.

Services charge rates apply on the following: 5% on all resident's accounts (accommodation, on food and beverages, Spa and other) and 10% non-resident lunch / dinner meals in the restaurant. A 5% charge will be placed on all weddings and events held on the Estate. No further gratuities are required.

For any further information ask a member of staff or call our reservations team on 01765 680900