



At VALEO we are committed to a Code of Ethics and Best Practice on Service Charges, Tips and Gratuities.

The following represents our policy relating to service charges, tips and gratuities

Service Charges

At the end of your experience with us we will prepare your check.

The items that will appear on your check will contain:

- The experiences you reserved;
- Any liquor, food, or products you may have requested or enjoyed;
- Mandatory taxes; and
- A service charge that represents 20% of the published rate(s) of the experience(s) you reserved.

The 20% service charge that will appear on your check is discretionary.

This 20% service charge is shared amongst all of the VALEO associates in the following manner:

- 15% to the personal care consultant that facilitated your experience
- 1.5% to the hospitality professionals who serviced you while in our preparation and transition lounges
- 1.5% to the hospitality professionals who assisted you with your reservation and check out process.
- The remaining 2% is used for administrative fees.

If you would like to leave anything additional for any associate you can request to do so upon checkout.

Tips and Gratuities

Cash tips and credit card tips are handled differently.

Cash tips are distributed in full to the personal care consultant that facilitated your experience.

Credit card tips are distributed in full less merchant service fees and taxes that need to be withheld.

If you choose to leave a tip through a credit card we will retain 16% to cover the costs we incur in processing your payment, card fraud losses and administration costs in distributing funds to staff and business costs. This also includes deductions for taxes and breakage.