

**TEAM MEMBER FOOD AND DRINK DISCOUNT POLICY & PROCESS**

**Introduction**

This policy sets out the detail and the process for team members to receive their discount on food and drink at Cove UK parks.

We recognise that rewarding team is extremely important and serves as motivation, to thank you them for their loyalty, commitment, hard work, efforts, and length of service.

The policy does not form part of any contract of employment, and we reserve the right to amend it at any time.

**Scope**

This policy applies to team employed by us. It does not apply to workers, contractors (except TAG Live and Playnation), consultants, or any self-employed individuals working for the organisation.

**Entitlement**

Team members are entitled to discounts under this policy, provided that they have not willingly terminated, been terminated, nor have retired from, their contract of employment.

**What is covered?**

* The amount of discount a team member is entitled to
* The terms and limitations of discounts available
* Action to be taken in case of violation of the terms and limitations

**Who is the policy for?**

This policy applies to all team members of Cove UK and its subsidiaries i.e. individual parks, TAG Live contracted (park-based) employees, Playnation contracted (park-based only) employees.

**What discount does each team member receive?**

Any team member described above is entitled to 25% discount off food and drinks at Cove UK venues throughout the UK portfolio. Team members with twenty years’ service or more will be issued with a card, entitling them to a higher discount of 50%.

**How does the team member claim the discount?**

* When ordering, the team member should show their team card and make it clear they want to claim their discount
* The server has the right to request the ID card, even if they know the team member, as circumstances of employment may have altered
* If the team member does not hold a card e.g. they may be new or cards may not yet have been issued at a particular park, they will be asked to open their Dayforce app on a mobile telephone to show that they are an active team member
* Team discounts are available on any park, even if you visit another location for work or pleasure

**What are the terms and limitations?**

* The discount may be claimed for team members’ personal use and may include members of their immediate family or friends, up to a maximum of **six** people, to include the card holder
* The team member must be present and partake in the meal or round of drinks
* The discount is valid in bars and restaurants but not shops, such as Nisa
* Under no circumstances (including if they are related) should Holiday Home Owners be granted discounts using the team card
* Cards must be surrendered on the last day of employment. Anyone on a seasonal contract will have discount discontinued pending their return the following year

**Special conditions for team members with 50% discount entitlement**

If they return in a seasonal role, their card will be reactivated for that season. Twice a year, validity will be reviewed: i.e. it will be checked if the Gold seasonal team member is still employed: 30th June and 31st December. If not still employed on those dates, the cards will be deactivated.

**What are the consequences of misuse by a team member of the discount entitlement?**

* Any abuse of the above conditions may result in disciplinary action
* Supplying Holiday Home Owners with team discounted food and drink constitutes theft from the company and will result in appropriate action towards the team member

**Monitoring this Policy**

The policy will be monitored on an ongoing basis to ensure that it addresses any issues raised effectively and quickly. All team members working for the company will be monitored and advised on the contents of this policy, which is also referred to in the Team Member Handbook. A manager will assess any reported incidents or related occurrence, investigate, and advise the team member who reported the incident of next steps.

**If you have any questions** regarding this process, please contact your manager or the HR department