



Tipping Guidelines

Tipping varies greatly throughout the world so we will try and give you guidelines for our most favoured destinations which have been extracted from Trip Advisor with some golf specific additions by us.

United States of America



In the USA, most wait staff and bartenders are paid below the minimum wage, because the employees are expected to make up the difference, so to speak, in tips. Always leave tips in cash, handing them directly to the person you are tipping, whenever feasible. This makes certain that the right person is rewarded, and that the establishment itself cannot skim a portion of your tip.

Tipping in the USA is something you get the hang of after you do it a while. After a couple of days, you'll be able to gauge when you receive stellar service, or whether someone is "phoning it in." If you are mistreated anywhere, you must inform a manager. Don't tip poor service - let someone know you were unhappy, even if you just leave a note to the server as to why there is no tip added to the bill.

Restaurants: 15% of the bill, based on the quality of service. If you receive exceptional service, 15-25% is customary. Service is usually not included in the bill with the exception of large parties (typically six or more people). If you're with a large party, be sure to check your bill just in case. Liquor bill tips, if the amount is substantial, should be split between the server and the bartender. Liquor service tips can be included in the total tip amount, as long as you make it clear what/who it's for

Bartenders: \$1 - \$2 per drink, or 15-20% of the total bill.

Hotel housekeeping/maid service: \$2-3 per night up to \$5, more in high-end hotels

Bellman/porter: \$1-2 per bag.

Taxi Driver: 10-15% of fare, based on service.

Hotel limo driver: For a free ride from the airport, \$10 - \$20

Valet Parkers: \$2 - \$5 (when picking up car).

Spa: For a massage or other treatment, 10% - 20%.

Hairdresser/manicurist: 10% - 20%.

Tour Guides: 15% - 20% + depending on quality (knowledge, friendliness, etc)

Coach Drivers: \$10 - \$20 per passenger/day depending upon quality (Friendliness, assistance etc)

Golf Club Bag Drop Attendants: \$1-\$2 per bag upon arrival & \$2 -\$5 per bag at end of round

Caddies: This varies wildly and almost every venue is different so check the policy before arrival if at all possible. Often the caddy's "Base Fee" will be included in your Green Fee but this is like the restaurant waiter's "wage" – the bare minimum. Caddies will often expect \$20 -\$50 extra per bag in tips. In the USA, most caddies are prepared to carry 2 bags. In all cases the Golf Shop or Caddie Master will provide very clear guidance on Tipping Policy.

Great Britain & Ireland



Tipping is not expected in the UK, in the way it is in the United States or Canada, but is much appreciated. It is not necessary to tip in taxis - but running costs are high and they work hard unsociable hours. A tip is normally not added onto a restaurant bill. It is left up to you to decide how much you want to give. However, some of the restaurants now add a service charge onto the bill automatically, usually when you are dining in a party of 6

or more, so look carefully. If it is not added, the amount most people leave, if the meal/service has been good, is 10% of the total cost. If you are in a pub or bar/nightclub it is not necessary to tip the barperson.

Tour Guides: 15% - 20% + depending on quality (knowledge, friendliness, etc)

Coach Drivers GBP10 -20 per passenger/day depending upon quality (Friendliness, assistance with luggage etc)

Caddies: This varies wildly and almost every venue is different so try to check the policy before arrival if at all possible. Often the caddy's "Base Fee" and/or a Booking Fee will be collected by the Golf Shop or Caddymaster. Otherwise, this plus the tip should be paid in cash to the caddy upon completion of your round. Unlike in the USA, caddies are not prepared to carry 2 bags or heavy, difficult to carry bags. Often they will ask to remove some of the contents of your bag or even swap your clubs into their own, lightweight carry bag for the day. In all cases the Golf Shop or Caddymaster will provide very clear guidance on protocol & Tipping Policy.



China



Tipping is a lively issue among seasoned travelers to China. Generally, no one tips anyone in China, with a couple of huge exceptions – tour guides and caddies which cater to foreigners.

While tour drivers many times expect tips from foreigners, taxi drivers in China will not accept them. In most places, tipping taxi drivers is against the law, so ingrained is the Chinese culture to not tip. Many Chinese consider tipping a remnant of the Chinese warlord and feudal system

during the Empire period ending over a century ago.

Since tipping is not a part of the culture, most establishments actually have a strict no-tipping policy. This includes almost all restaurants, massage studios, etc. In fact, offering a gratuity may be considered impolite in certain quarters as it can be taken to imply that one's work is undervalued by the employer. The only place where a tip might be expected is at a high-end hotel catering to western tourists. And the only reason tipping may be expected there is because western tourists have conditioned the behavior of bellhops and concierges. Still, declining to tip will not offend the service worker. And if you have someone go way above and beyond their normal duties, then a tip might be appropriate.

Caddies: Recommended tip for caddies is RMB100-200 per day (A\$15-30). Caddy tips are really the only thing you definitely need local currency for while at Mission Hills.

Hong Kong

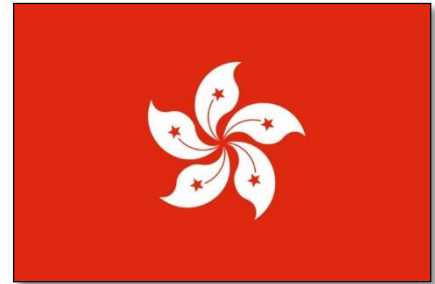
Tipping in Hong Kong is more acceptable. In Hong Kong, just like the many parts of the world, tipping makes the world go round.

Some guidelines in Hong Kong: Taxi drivers will usually round up to the nearest dollar amount as a tip to himself. For example: if the meter read \$ 16.40, then you would pay \$ 17.00 and the taxi driver will most likely NOT give you back the small change.

For bellboys- \$2-3 per piece of luggage carried for you.

Restaurants- a 10% service charge is usually already included in most restaurants, unless specified NO service charge. One usually leave the coins (if paid in cash) or if by credit card, then you would round up to the dollar amount you wish to leave as tip. Leave more if you are happy with the service, leave none if you are not happy at all.

Hotels and fine dining restaurants sometimes charge 15% as service charge, especially for large groups usually over 10 guests.



New Zealand



New Zealand has been described as having a "true" merit-based tipping culture.

It is not customary and not required, however, for exceptional service (particularly with Concierges or in restaurants and cafes) a tip is always appreciated. The amount is at the discretion of the tipper and would generally be in the range of 10% according to the value of the meal/services.

Hospitality and service staff in New Zealand are often students or part-time workers and even professionals are not paid well comparative to other countries. Wait staff in cafes/restaurants etc do get paid a higher hourly rate than their North American counterparts.

Restaurants: On statutory holidays it is becoming common for restaurants, cafes etc to charge an additional service fee of normally around 10-15%. This is to cover the additional cost of employing staff on these days. This is in addition to the prices on the menu and signs will normally be posted stating that they will be charging this additional fee. However, this is NOT a tip/service charge that gets passed on to staff. It is an additional charge imposed by the owners to cover the increased wage rates they have to pay to staff on public holidays by law.

Others: Hairdressers and food-delivery staff are not customarily tipped. Taxi drivers aren't generally tipped but they do appreciate it if you round the fare up to the nearest dollar so they don't have to look for change.

South Africa



Restaurants and Bars: Tipping in restaurants is practiced mainly in the larger towns and is customarily kept at 10% of the total shown on the bill. To add a service charge to a bill is unlawful in South Africa. Many restaurants request the host's permission to add a 10% service charge to a bill if the number of guests exceeds six.

Petrol Stations and Car Parking: Petrol station attendants may be tipped a few Rands if they wash the windscreen, and offer to check oil and water and the tyres. Car-guards

or parking-attendants are usually given R2 - R5.

Car parks and areas around many popular tourist spots are populated by locals in day-glo yellow vests who offer to direct you to a space or to "look after your car for you." They are not threatening and you do not have to pay them, but giving them a few Rands may stop them from turning to petty crime.

Cape Town has recently instituted a more formal parking attendant system in the downtown area, where uniformed attendants with handheld machines take payment for parking. You'll need to estimate how long you'll be staying and pay for that amount of time - if you run over, you can pay the difference when you return to your car (an improvement on the need to worry about the meter!). Payment needs to be in cash, and you can get a receipt.

Tour Guides and Drivers: Tourist guides and coach drivers are tipped at the end of the day. On a group day tour (7 seater vehicle) there is usually a single driver/guide. On coach tours, you would normally have a driver and a guide. Recommended tip is usually R10.00 per person on a day tour and R15.00 per person per day on overland and local coach tours. The money is split between the tourist guide and the driver.

For private tours, R50 per person per half-day tour and R80 per person per day for a full-day tour is the norm.

Hotels: At hotels it is customary to leave R50 per person per day for housekeeping. If a porter assists with your bags, it's normal to tip the porter R15 per movement, assuming about two normal-size bags per person. Outside of larger cities, you may be asked to pay your tips to the hotel front desk. You may want to consider tipping the person directly, however, because the hotel may lay claim to this money and the intended recipient may never see it, which is unfortunate because these people are not well paid and depend on these tips.

Spain & Portugal

Locals often tip even if modestly. It is considered polite and the Spanish are sticklers for manners and etiquette. Leaving the small change behind to round up to the nearest Euro is the most common. Maybe an extra Euro or 2 if the service was very good and added value. In restaurants then upscale tipping can be expected. The usual is 10%.



Restaurants: There are no added service charges on the final bill at most restaurants or bars, although some higher priced restaurants may add IVA (Value added tax, currently 20% (Spain and 23% - Portugal)) to the final bill. This should be clearly seen in the menu.



Don't forget these service staff work hard for little money and any extra is always appreciated.

Others: Outside the restaurant business, some service providers, such as taxicab drivers, hairdressers and hotel personnel may expect tipping in an upscale setting.